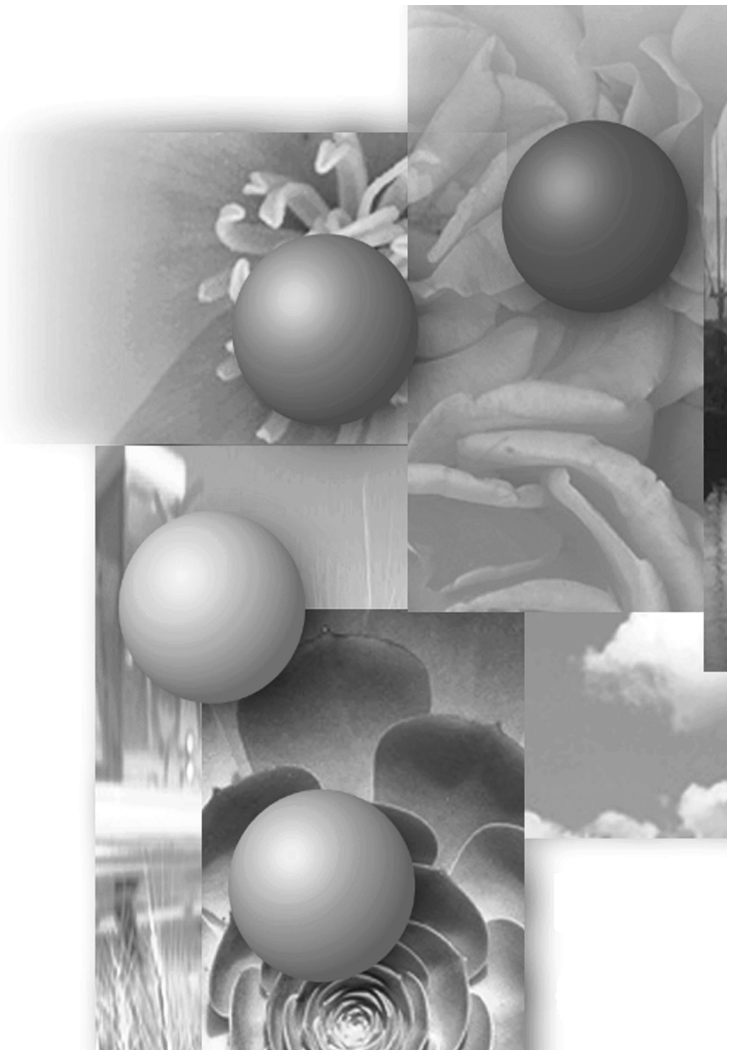

DocuPrint C621

User Guide

Troubleshooting printer problems

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Preface

Thank you for choosing DocuPrint C621.

This manual contains important information regarding printer operation, control panel operation, and troubleshooting methods. To get the most out of your printer, read the manual carefully and completely. Keep this manual handy for future reference.

This manual is written with the assumption that you are familiar with the basics of your personal computer to be connected, the operating system used in your computer, and the respective software. You can also refer to the respective manuals for information on basic knowledge and operation methods of the product.

In this manual, safety instructions are described with the symbol ⚠. Always read and follow the instructions before performing the required procedure. Make sure your read through the Safety Notes section in the *Setup Guide*.

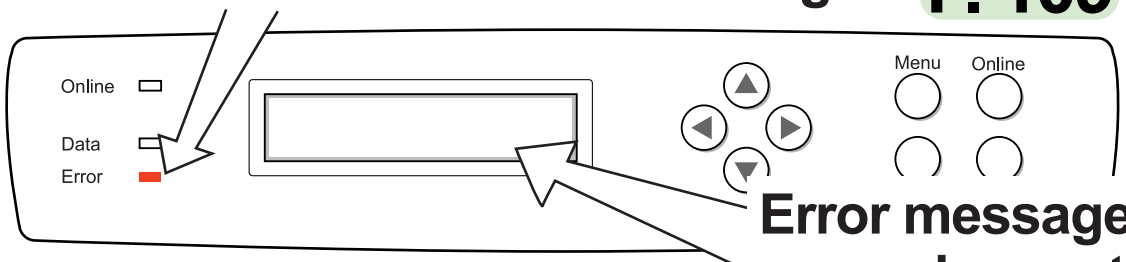
Trouble? Don't know how to operate! Problem occurred when using the printer....

For situations like this, please read on...

Printer cannot be switched on P. 78

Unable to print P. 79

When the Error LED is lit or blinking P. 109



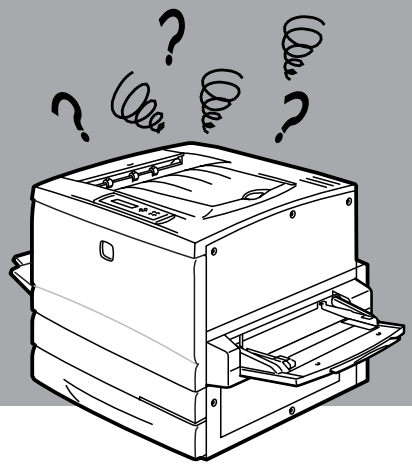
Error messages appearing on the control panel P. 98

Poor image quality P. 86

An error has occurred!

If you cannot solve it, contact your Xerox Customer Support Centre.

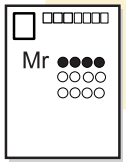
Lower left cover P. 123



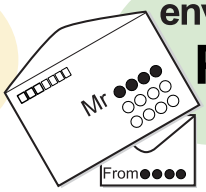
Cancel a print job P. 13

To understand how to load paper and how to print

For postcards P. 49



For envelopes P. 51



For transparencies P. 46

Special glossy paper P. 54

On the back of a paper P. 56

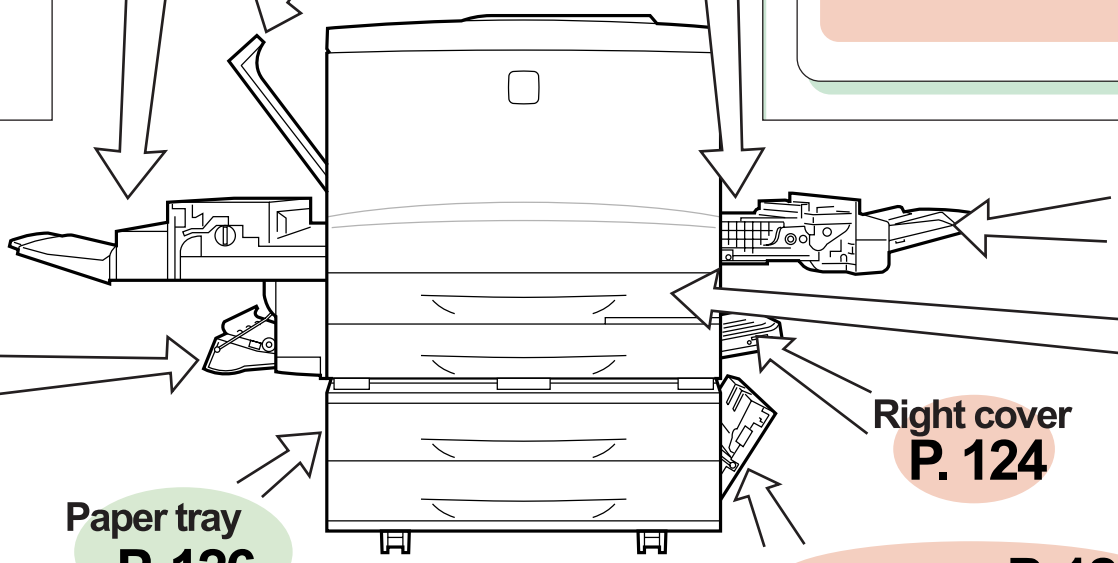
Others P. 38

Paper jams

Lower left unit P. 117

Manual feed unit P. 115

Top left cover P. 122



Manual tray P. 114

Duplex tray P. 127

Right cover P. 124

Paper tray P. 126

Lower right cover P. 128

Replace consumables

Toner cartridges P. 132

Drum cartridge P. 137

Waste toner cartridge P. 142

The following functions are possible with DocuPrint C621:

Read on to learn how to use them.

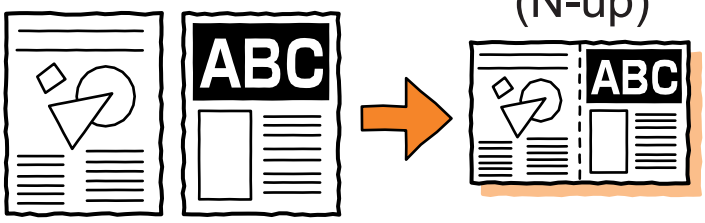
For economy

Print on both sides of the paper

Print multiple pages on the same side of the paper

Online Help

(N-up)



Set Power Save mode

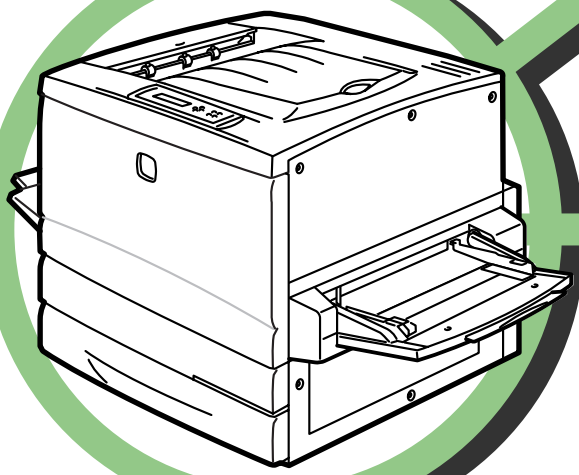
P. 66

To make perfect colour copies

Select the image type according to the purpose and type of print jobs

Adjust the tone and the image quality

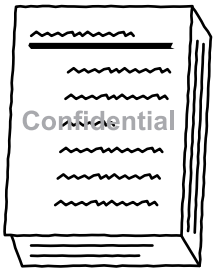
Print in the colour seen on the display



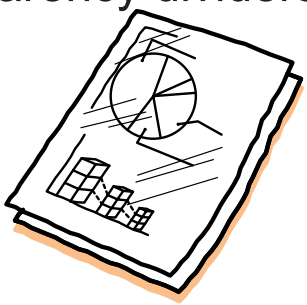
To master the functions

Online Help

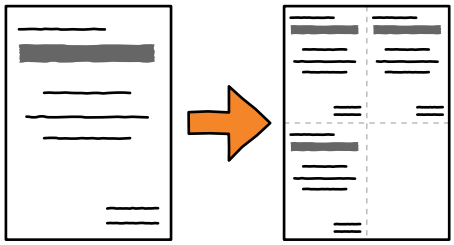
To print a specific text repeatedly (watermark)



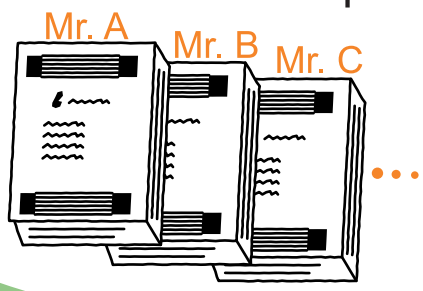
o insert blank pages after ach transparency is rinted ransparency dividers)



To make multiple copies of the original image on the same page (Image repetition)



To insert banner sheets to prevent confusion



Managing the printer

To manage from the computer (CentreWare Internet Sevices)

P. 26

Specify the printer operation
Manage the job log
Print various kinds of reports

P. 70

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Types of Manuals

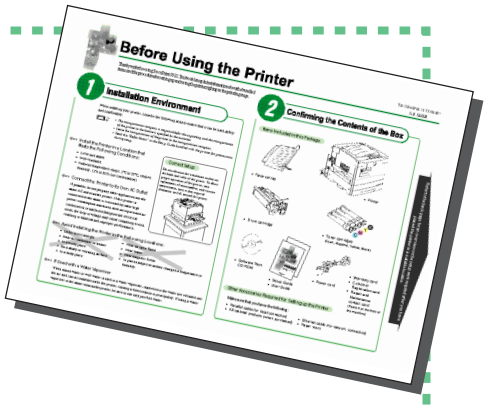
The following manuals are bundled with DocuPrint C621. Please read the relevant manual to suit your needs.

Some of these manuals are in PDF file formats. You will require Adobe® Acrobat® Reader to view or print these manuals. A copy of the Adobe Acrobat Reader can be found in the Software Pack CD-ROM bundled with the printer. You can use this CD-ROM to install the Acrobat Reader software on your computer if necessary.

Setting Up

Before Using the Printer

This booklet provides an overview of the items that come with the printer. It also provides a general description of the procedures that guide you from opening the printer box to getting your printer ready for printing.
Firstly, use this booklet to check the items bundled with the printer. Then, refer to the *Setup Guide* to set up the printer.



Setup Guide

This manual explains how to set up the printer and install the necessary software. There are also examples to illustrate how to use the printer as a network printer.

Software Pack Operation Guide

This manual explains how to use the DocuPrint C621 Software Pack CD-ROM (referred to as Software Pack CD-ROM hereafter) on Windows® 95, Windows® 98 and Windows NT®, and how to install the various software available in the Software Pack. Once you insert the Software Pack CD-ROM in the CD-ROM drive of your computer, the Fuji Xerox Setup Menu will appear automatically. Click on the desired button to display this manual on the screen.

Network Print Environment User Guide

This manual explains in detail the procedures to setup and use the printer as a network printer in various networking environments. This manual is a PDF file and can be found in the Manual folder in the Software Pack CD-ROM. The name of this file is net.pdf.

After Setup

User Guide (this manual)

This manual describes the capabilities of DocuPrint C621 and explains what to do when you encountered a problem. It explains the methods of operation as well as the solutions to troubleshoot the problems.

Using this Guide

Organisation of this Guide

This guide consists of eight chapters. A brief introduction of each chapter is provided below.

Chapter 1 Basic Printing Operations

This chapter describes the basic functions of the printer and how to use these functions.

Chapter 2 Loading Paper

This chapter describes the types of paper that can be used with DocuPrint C621, how to load the paper on the respective trays, and the procedure to switch to the optional paper tray.
In addition, it describes the procedure to print on special media such as transparencies, postcards, and envelopes.

Chapter 3 About the Control Panel

This chapter explains how to use the printer control panel and define the settings for the individual functions by using the printer control panel.

Chapter 4 Troubleshooting

This chapter explains what each error message shown on the printer control panel means and how to resolve them.
This chapter also describes the solutions to the common problems that you will encounter when using the printer. Read this chapter to determine the nature of the problem when the problem arose.

Chapter 5 Paper Jams

This chapter explains the procedures for dealing with paper jams.

Chapter 6 Consumables

This chapter provides information on handling and replacing the consumables.

Chapter 7 Maintenance

This chapter provides information on cleaning, storing and transporting the printer.

Appendices

This section contains the following information:

- Optional products and consumables
- Control panel menu list
- How to obtain product information
- Main specifications
- Life span of the consumables
- Parallel interface specifications
- Installing additional memory
- Glossary

Conventions

This manual uses the following conventions:

Notation

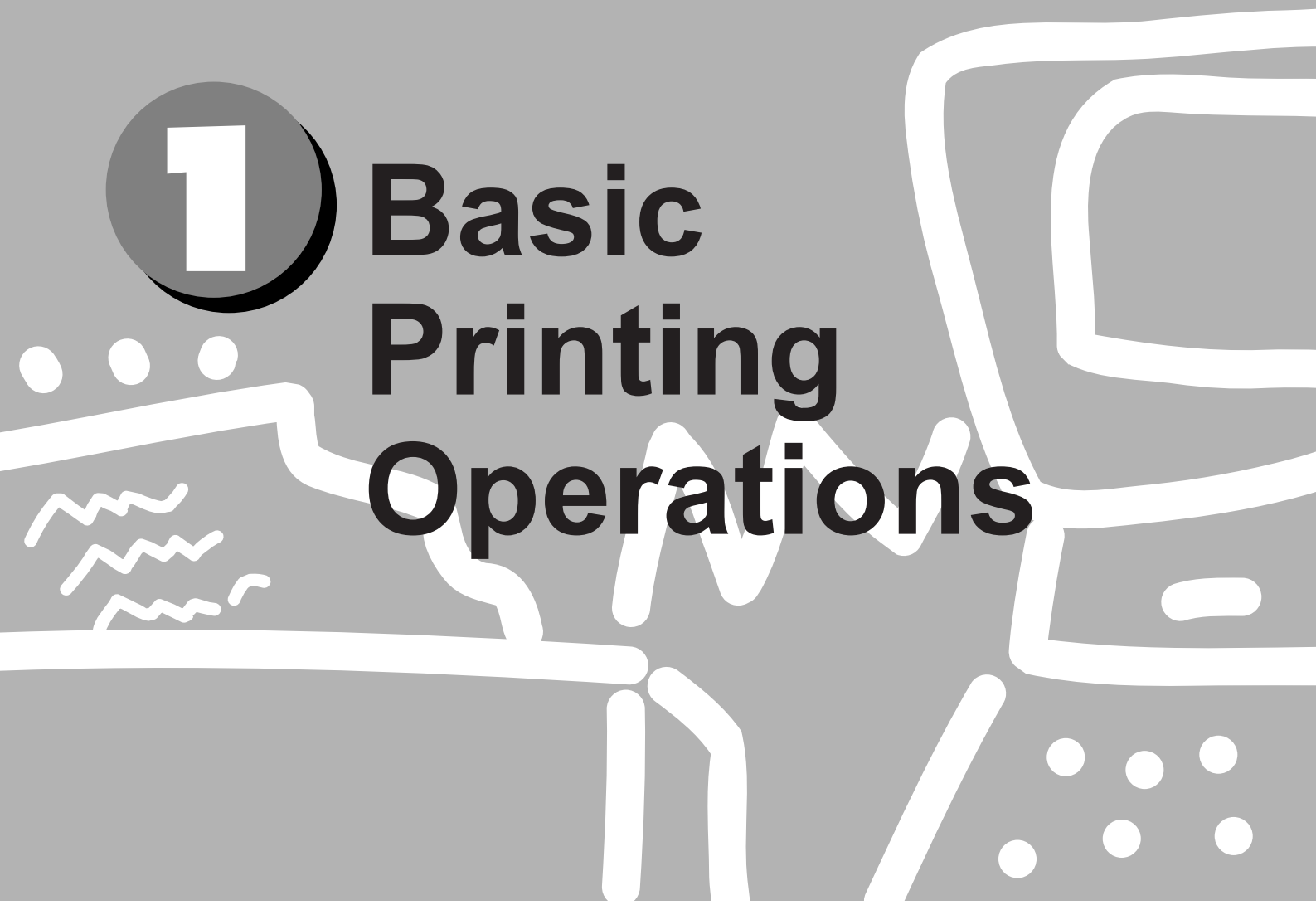
Explains points to pay attention to. Be sure to read it.

Gives supplementary information for reference.

Indicates where to find related information.
" ": indicates that the source of reference is in this manual.
Italics: indicates that the source of reference is in another manual.

Symbols

Symbol	Meaning
Bold	Indicates selections or all kinds of buttons. Example: Click **Next**.
""	Indicates input contents. Example: Enter "DocuPrint C621" in the text box.
Initial Caps	Indicates the names of windows, menus, dialog boxes, list boxes, and combo boxes. Example: The Add Port dialog box is displayed.
+	Indicates that the key on the keyboard and the button on the control panel should be pressed simultaneously. Example: Press the ▲ + ▼ buttons.



1 Basic Printing Operations

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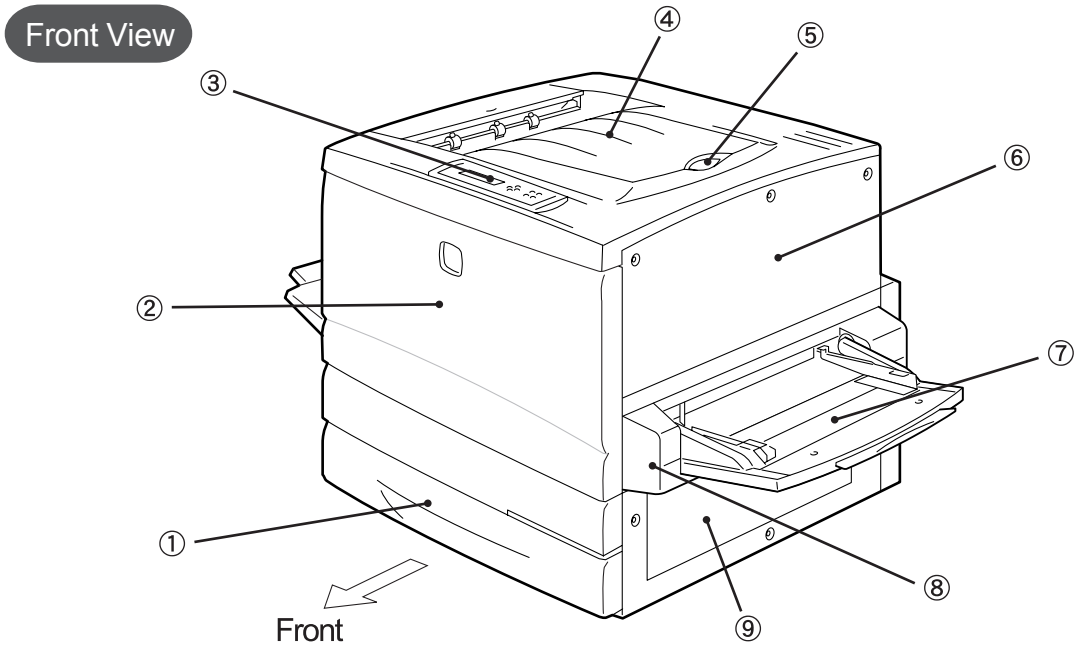
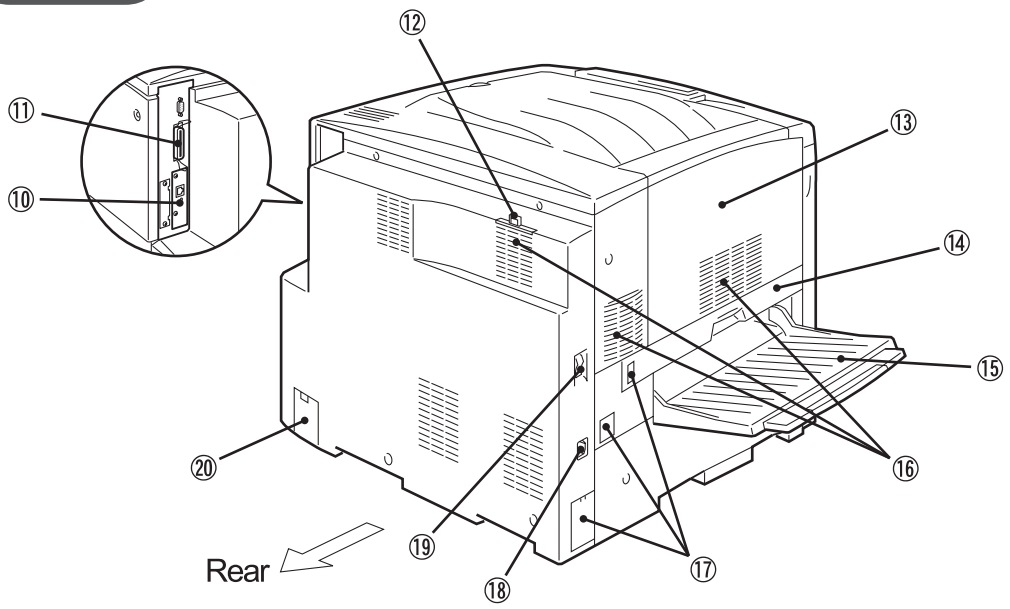
Printer Parts and Functions

The names and functions for the various parts of the printer are as follows:



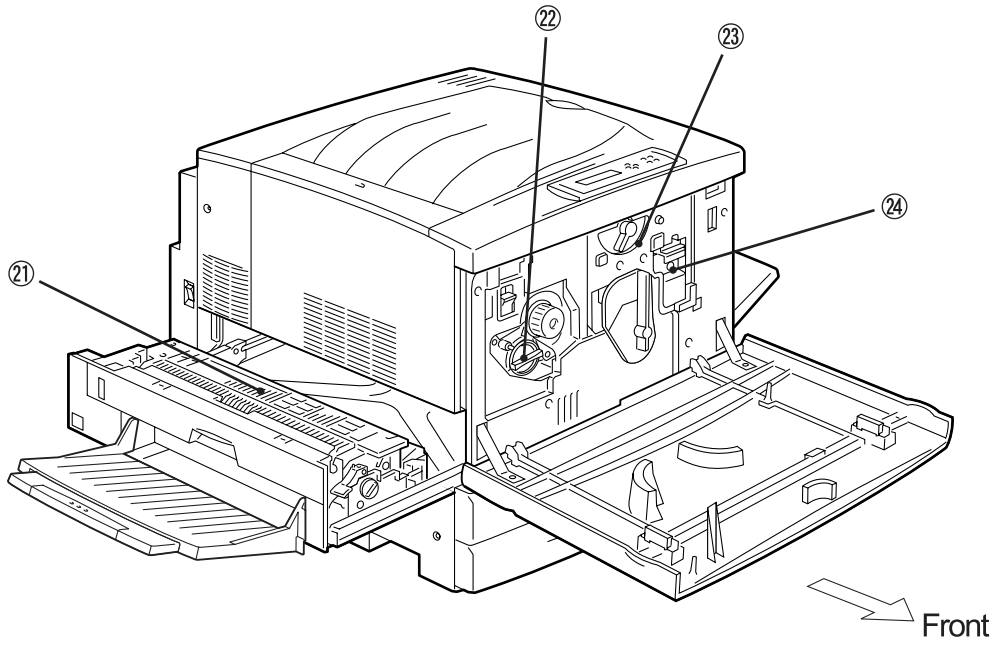
Name	Description
1. Paper Tray	Load paper for normal printing here.
2. Front Cover	This is the cover at the front of the printer. Open it to install and replace toner and drum cartridges.
3. Printer Control Panel	The control panel consists of the respective LED and buttons, as well as the display. Refer to "Chapter 3 Control Panel" for details.
4. Face-down Tray	Printed documents are delivered to this tray with the printed side facing down.
5. Paper Stopper	Pull out the paper stopper to prevent printed paper from falling off the printer.
6. Top Right Cover	This is the cover at the upper-right side of the printer. Open this cover when you are installing additional memory or the hard disk.
7. Manual Tray	Use this tray to manual feed media such as postcards and envelopes.
8. Manual Feed Unit	This is a pulled-out unit located on the right side of the printer. Open it to remove jammed paper.
9. Right Cover	This is the cover at the lower-right side of the printer. Open it to remove jammed paper.
10. Ethernet Interface	This is for the Ethernet cable when the printer is used as a network printer.

Rear View



Name	Description
11. Parallel Interface	This is for the parallel cable when the printer is used as a local printer.
12. Filter	This prevents toner from being ejected out of the machine. Do not remove the filter.
13. Top Left Cover	This is the cover at the left side of the printer. Open this cover to remove jammed paper.
14. Lower Left Unit	This is a pulled-out unit located on the left side of the printer. Open it to remove jammed paper.
15. Face-up Tray	Printed documents are delivered to this tray with the printed side facing up.
16. Ventilation Outlet	This vents heat from inside the printer. Make sure the outlet is never obstructed.
17. Duplex Print Module Connector Cover	This cover hides the connector that is used to connect the optional duplex print module.
18. Power Cord Connector	Connect the power cord here.
19. Power Switch	Switches the power on and off. Press the "|" side to switch on the printer on, and the "○" side to switch it off.
20. Tray Module Connector Cover	This cover hides the connector that is used to connect the optional tray module.

Internal View

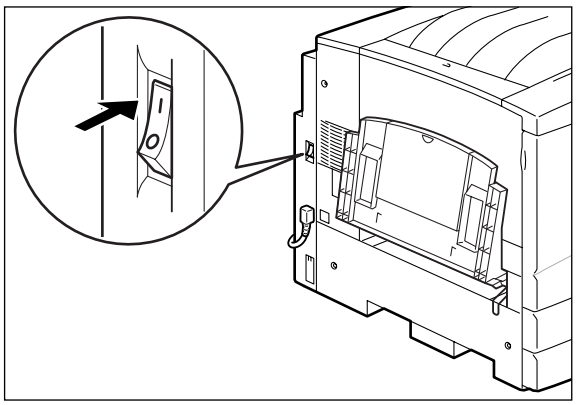


Name	Description
21. Fuser Unit	This unit fuses the toner to the paper with heat. Do not touch the fuser, as it gets hot during printing.
22. Toner Cartridges	Black, yellow, magenta and cyan toner cartridges are provided.
23. Drum Cartridge	This cartridge includes the light-sensitive drum, drum cleaner, and toner collection cartridge. Images are initially created through an electric charge on the surface of this drum.
24. Waste Toner Cartridge	Collects used toner. This cartridge is attached to the drum cartridge, but can be replaced separately.

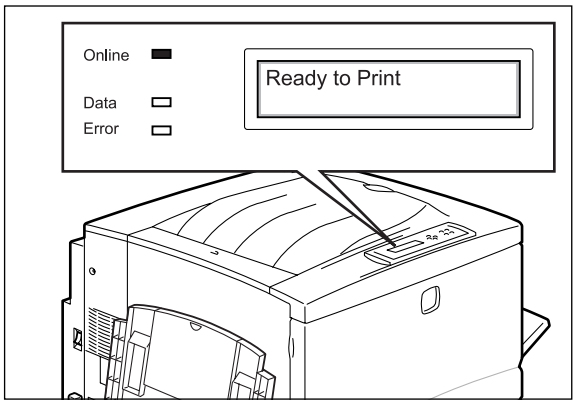
Switching the Power On/Off

1.2.1 Switching on

The procedure is as follows:



1. Press the "|" side of the power switch, located on the left side of the printer, to switch on the printer.



2. The message "Testing" appears on the display of the control panel. The message will change from "Please wait..." to "Ready to Print". Check that the Online LED is lit when the printer is ready.

Note *The printer is warming up when the "Please wait..." message is shown on the display. The printer cannot process any print job during this time.*

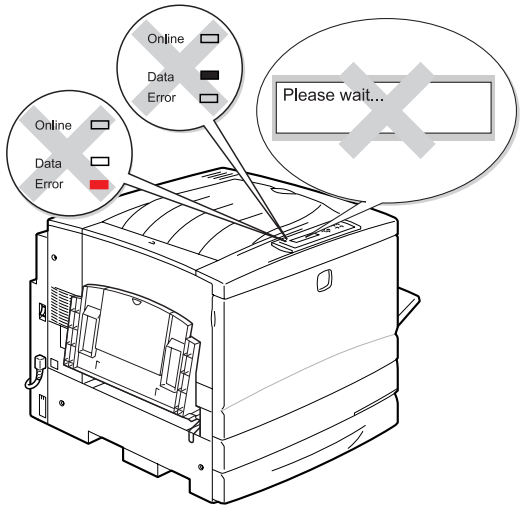
LOOK *If an error message is shown on the display of the control panel refer to "4.7 When an Error Message Appears" on how to resolve the error.*

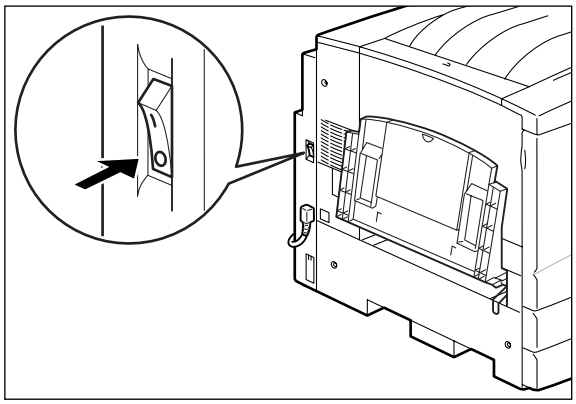
1.2.2 Switching off

Follow the procedure below to switch off the printer.

LOOK *Do not switch off the power in the following situations:*

- *When "Please wait..." is displayed.*
- *When the Data LED is lit.*
- *When the Error LED is lit.*





1. Check that the message "Ready to Print" is displayed.
2. Press the "○" side of the power switch, located at the left of the printer, to switch off the printer.

Printing from Computers

The procedures for printing from different computer operating systems (OS) are described in the following sections.

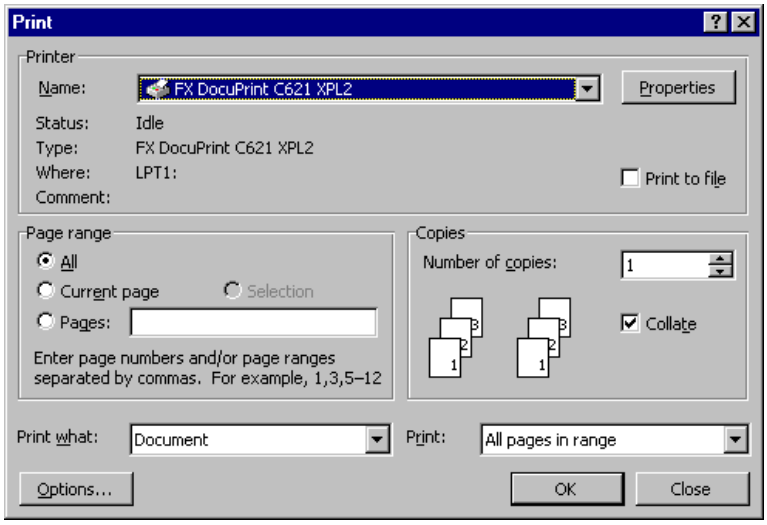
Windows® 95, Windows® 98, Windows NT®

You can simply select the Print command in almost all application software to send a print job to the printer.
The following uses Microsoft® Word 97 application on Windows 98 OS as an example to illustrate the printing procedure.

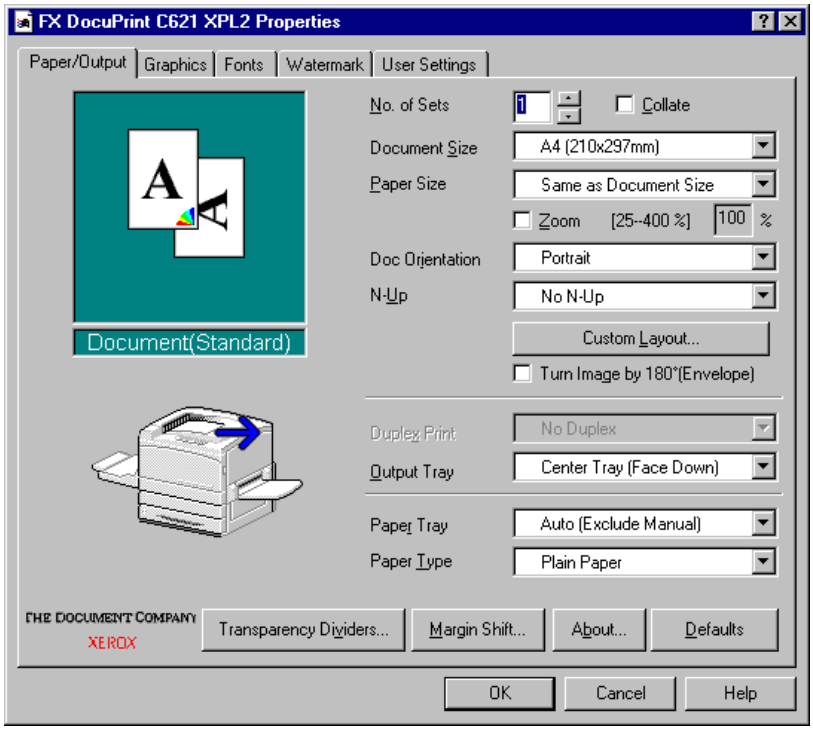
Note *The method used to display the dialog box and the contents of the dialog box differ amongst OS and application software. Refer to the manuals of the respective software for reference.*

1. Select **Print** from the File menu.
The Print dialog box is displayed.

2. Select **FX DocuPrint C621 XPL2** from the Printer Name list box. Then, click **Properties**.



3 Specify the required settings on the respective tabs and click **OK**.



See •••

- *Refer to the Online Help for details of each item within the tabs. To learn how to use Online Help, refer to "1.4 Using Online Help".*
- *You can make adjustments to the image or colour under the Graphics tab to suit the type and purpose of the image.*

4 Select an option from Page range in the Print dialog box and click **OK**.

See ••• *"1.5 Cancelling a Print Job" on how to cancel printing*

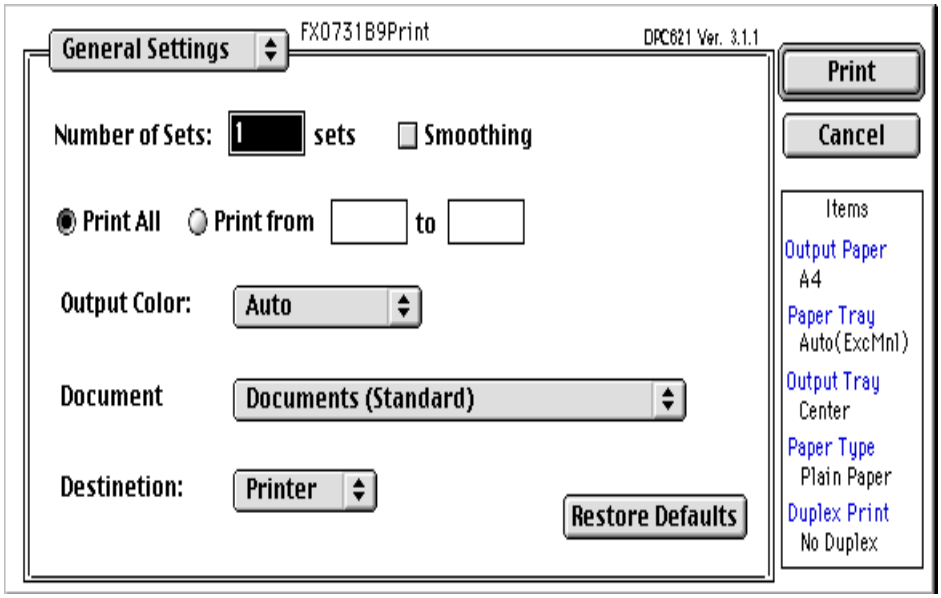
Macintosh®

In this section, Microsoft Office Word 98 is used to illustrate the printing procedure.

Note *The method used to display the dialog box and the contents of the dialog box differ amongst OS and application software. Refer to the manuals of the respective software for reference.*

1. Select **Print** from the File menu.

2. Click on the General Settings bar. From the displayed list, select the items that you want to change.
On the displayed dialog box, specify the necessary items and then click **Print**.



See
- *Refer to the Online Help for details of each item within the tabs. To learn how to use Online Help, refer to "1.4 Using Online Help".*
- *You can make adjustments to the image or colour under the Graphics tab to suit the type and purpose of the image.*

The print data is sent to the printer.

See *"1.5 Cancelling a Print Job" on how to cancel printing.*

Using Online Help

When You Have Difficulties Setting the Print Properties

Online Help is provided by the DocuPrint C621 printer driver. You can find explanations in the Online Help on the function of each printer driver item and on how to print.
Online Help allows you to easily obtain the information you want without leaving the computer.
The following is an explanation on how to use Online Help under different OS.

Windows 95, Windows 98, Windows NT

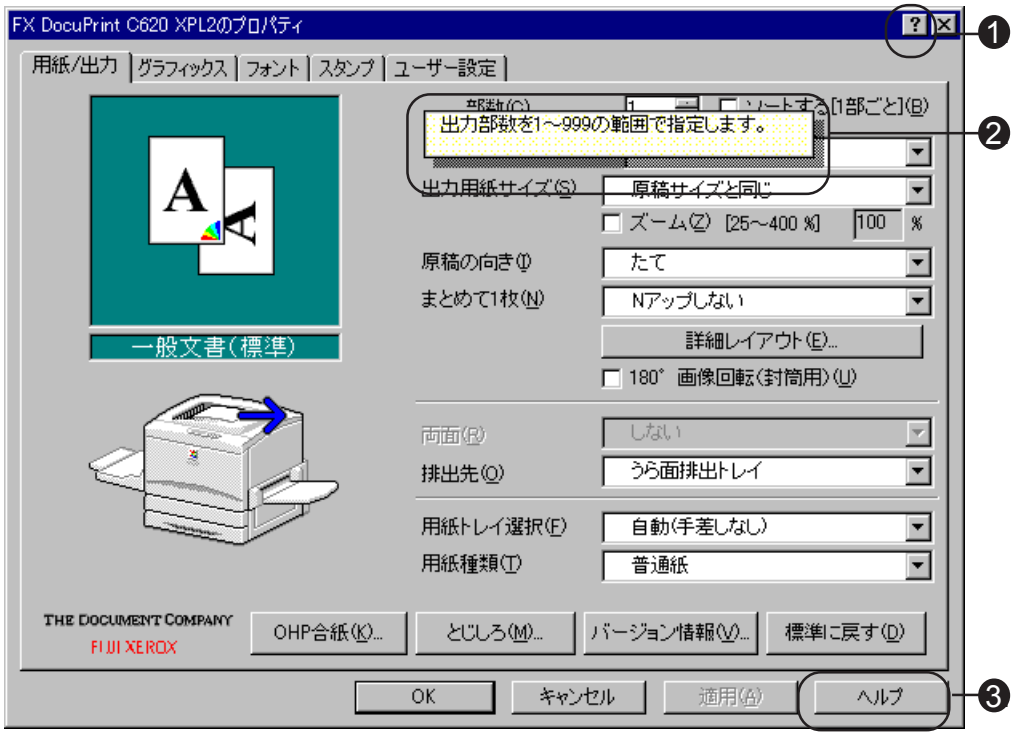
Display the Properties dialog box and select the tab containing the items that you want to know in more details.
The following explanation uses the Paper/Output tab in Windows 98 as an example.

Note *The Online Help items and contents vary according to the OS used.*

To show the explanation of an item

1. Click on **?** at the top right corner of the Properties dialog box. (See ❶ in the diagram below.)

2. To get the explanation for any item, click on that item. (See ❷ in the diagram below.) This will display the explanation for the item.



To display a detail explanation of an item within a tab

❸ Click the **Help** button. (See ❸ in the diagram on the previous page.) This will bring up the Help window for the tabs.

❹ Click on the item to learn more about it. (See ❹ in the diagram below.)

To display the table of contents in Help

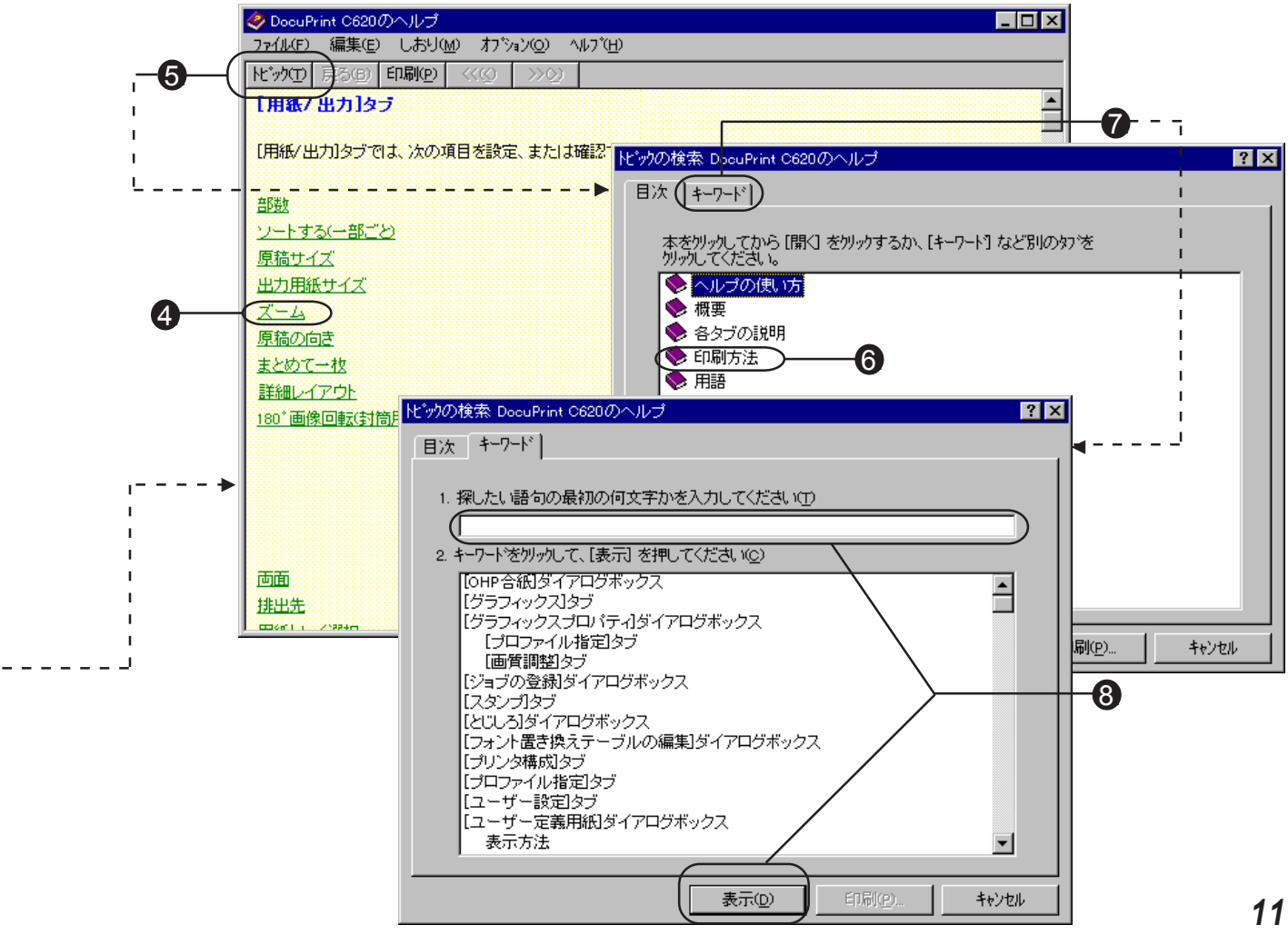
❺ Click **Contents** on the Help window. (See ❺ in the diagram below.)

❻ Click on the item to learn more about it. (See ❻ in the diagram below.)

To search for information with keywords

❼ Click the **Index** tab. (See ❼ in the diagram below.)

❽ Enter the keywords in "Type the first few letters of the word you're looking for" (see ❽ in the diagram below). Then, click **Display** (see ❽ in the diagram below).



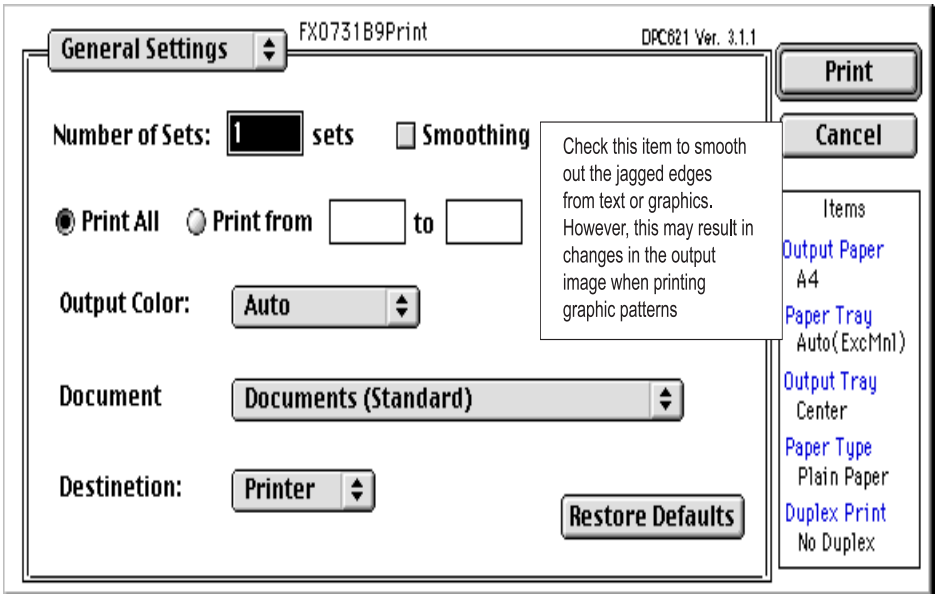
Macintosh

Display the dialog box that contains the items you want to know in more details.
The following explanation uses the General Settings dialog box as an example.

To show the explanation of an item

1. Click **Help** on the menu bar, and select **Show Balloon Help**.

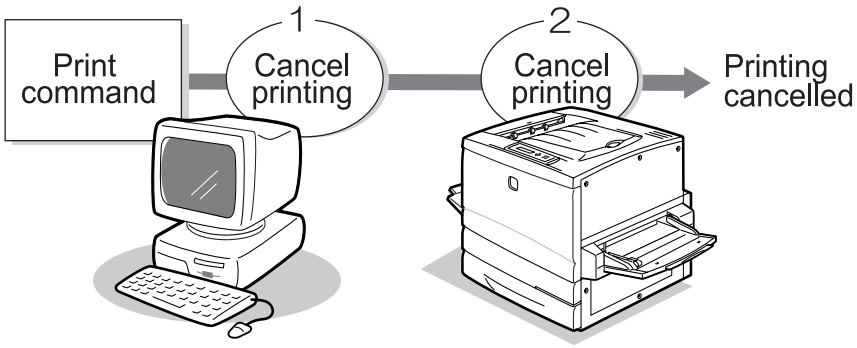
2. Place your cursor on any item in the dialog box. The explanation for that item appears.



Note *When you do not need help on the items, select **Hide Balloon Help** from the Help menu on the menu bar.*

Cancelling a Print Job

To cancel a print job, you have to first cancel the print command on the computer, and then cancel the print data that is being processed in the printer using the control panel.



1.5.1 Cancelling a Print Job on the Computer

The procedures for cancelling a print job on the different OS are described in the following sections.

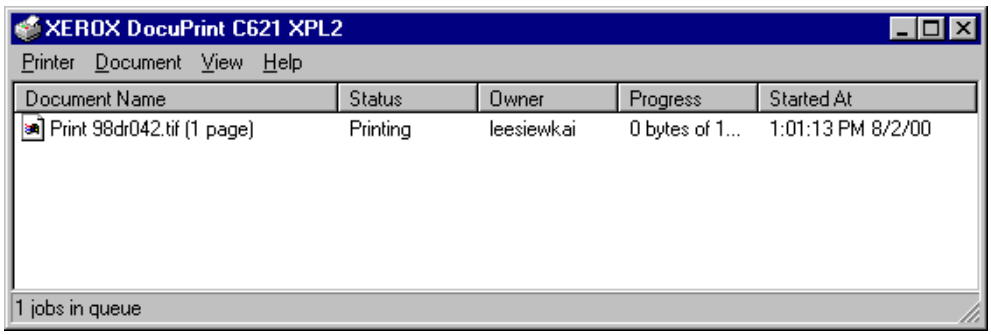
Windows 95, Windows 98, Windows NT

The procedure is as follows:

1. Click the Start menu and select **Settings** and **Printers**.
   The Printers window is displayed.

2. Double-click on the printer icon for DocuPrint C621.
   The Printer window for DocuPrint C621 appears.

3. Select the document to cancel, and press the **Delete** key on the keyboard.



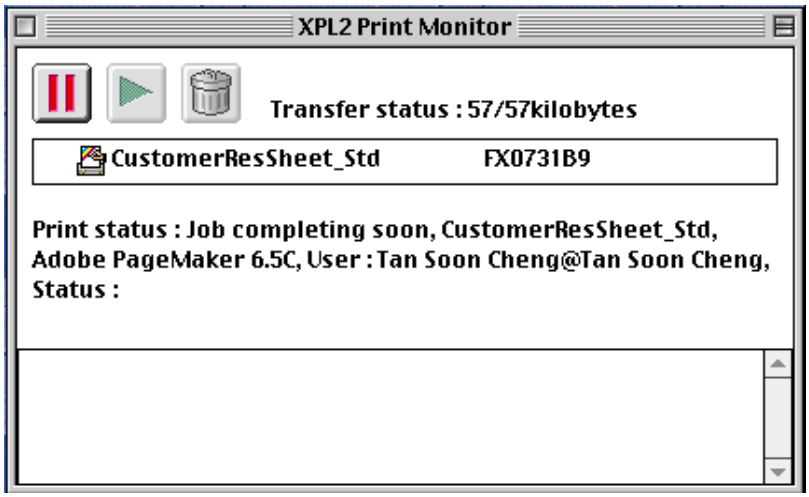
Proceed to section "1.5.2 Cancelling a Print Job on the Control Panel" to continue.

Macintosh

When Background Printing is selected in the Chooser window, you can cancel a print job from the print monitor.

Once background printing is set, the print monitor will automatically be activated whenever a print command is sent from an application.
To cancel a print job from the print monitor, follow the procedure below.

1. Switch to the XPL2 Print Monitor screen.
2. Select the document to cancel, and click .

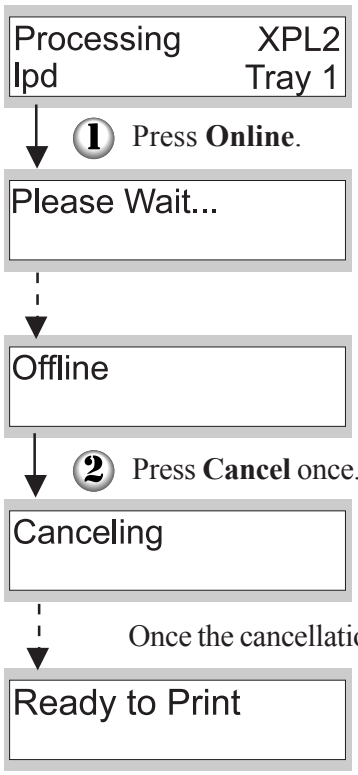

XPL2 Print Monitor
Transfer status : 57/57kilobytes
CustomerResSheet_Std FX0731B9
Print status : Job completing soon, CustomerResSheet_Std,
Adobe PageMaker 6.5C, User : Tan Soon Cheng@Tan Soon Cheng,
Status :

Proceed to section "1.5.2 Cancelling a Print Job on the Control Panel" to continue.

1.5.2 Cancelling a Print Job on the Control Panel

After a print job is cancelled on the computer, the procedure described below will help you cancel the data that is being processed on the printer. However, if there is a page printing on the printer, that page will be printed in its entirety.

See *"3.2 Basic Operations of the Menu Screen" on how to use the control panel*



(Printer is processing data)

LOOK *This message appears when the printer is processing the data that is currently being printed. The processing time differs according to the size of the data printed. Please wait until the message changes.*

(The printer is offline)

Once the cancellation is completed, the Print screen is displayed.

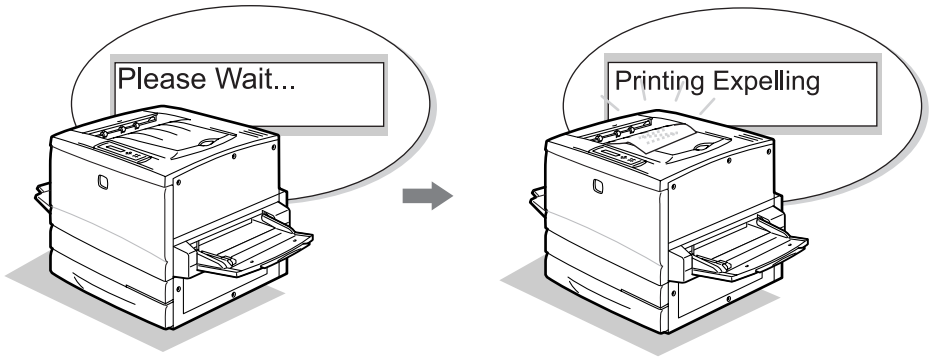
(Print screen (when the printer is ready to print again))

Forced Output of Data Still in the Printer

When Printing Stopped Halfway

When a page at the end of a processing data is terminated halfway, the next data will have to wait until job timeout occurred before it can be printed. The display panel will show the message "Please wait...".
You can push forward the next job by forcing the data still remaining in the printer to be printed, without waiting for the job timeout to occur.
This section describes the procedure to forcibly output the remaining data.

See ••• *The factory setting for job timeout is 30 seconds.You can specify the setting from 5 to 300 seconds. For job timeout details, refer to "3.3 List of Items on the Menu Screen".*



The procedure is as follows:

See ••• *"3.2 Basic Operations of the Menu Screen" on how to use the control panel*

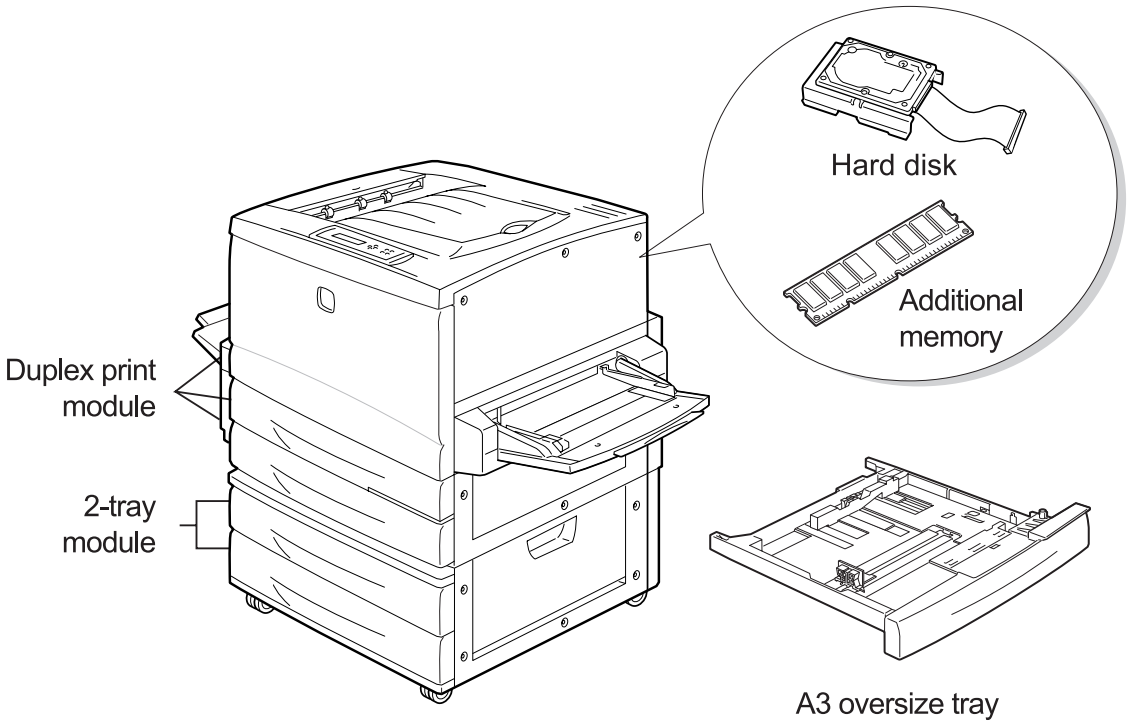
Processing XPL2 lpd	(Printer is processing data)
↓ ① Press **Online**.	
Please Wait...	LOOK ☞ *This message appears when the printer is processing the data that is currently being printed. The processing time differs according to the size of the data printed. Please wait until the message changes.*
Offline	(The printer is offline)
↓ ② Press **Set/Eject**. The remaining data will be printed.	
Printing (Ejecting) XPL2 Parallel Tray 1	
Once the printing is done, the Print screen is displayed.	
Ready to Print	(Print screen (when the printer is ready to print again))

Changing the Printer Configuration

When Accessories are Added

If you are adding optional products to the printer after it is installed, you have to change the printer configuration on the printer driver.

- Hard disk
- Duplex print module
- Additional memory
- 2-tray module
- A3 oversize tray



See ••• *For installation procedure of these optional products, refer to their respective booklets or the Setup Guide. This section will discuss how to configure the printer drivers with the assumption that these products are installed.*

Windows 95, Windows 98, Windows NT

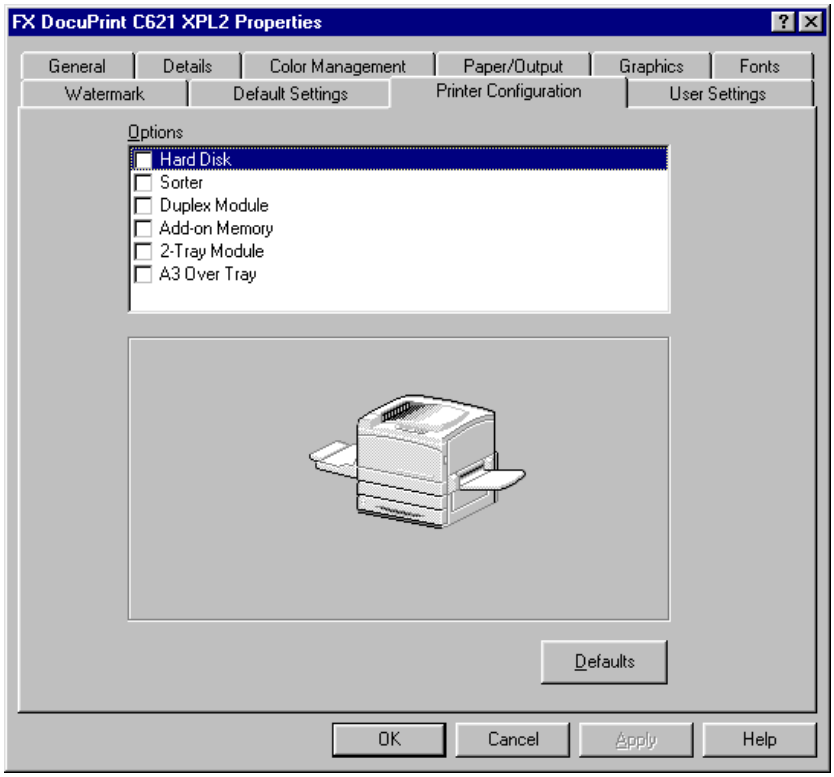
The procedure is as followins. Windows 98 is used as an example here.

1. Click the **Start** menu, select **Settings** and followed by **Printers**.
   The Printers window is displayed.

2. Select the DocuPrint C621 printer icon. Then select Properties from the File menu.
   The printer properties dialog box is displayed.

3. Select the **Printer Configuration** tab.

4. Select the optional products that were installed, and click **OK**.

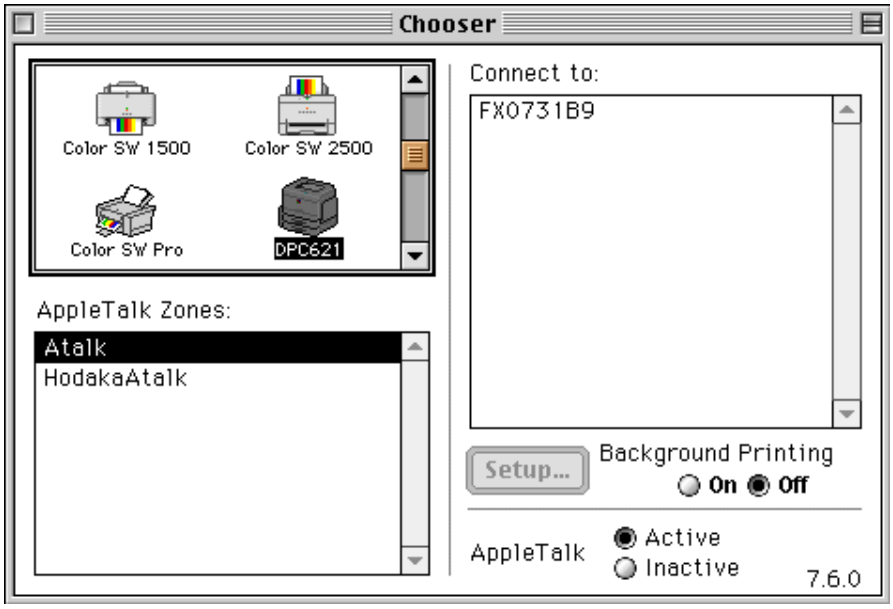


Macintosh

The procedure is as follows:

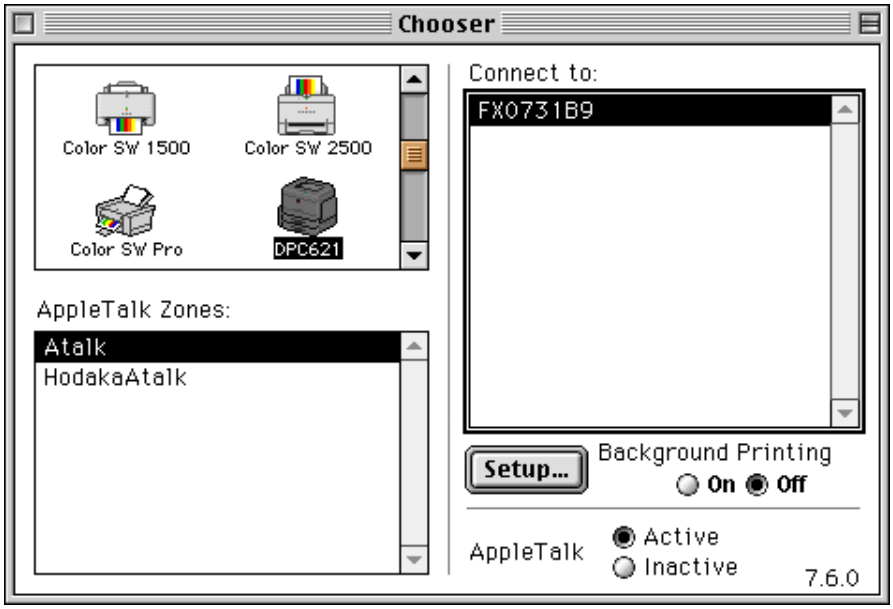
1. Select **Chooser** from the Apple menu. The Chooser window is displayed.

2. From the top left box of the Chooser window, click the DPC621 icon.
Click the printer zone in **AppleTalk Zones** when you are setting the printer zone.

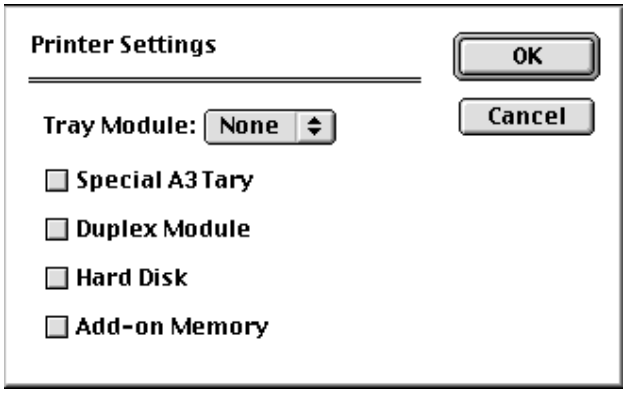


Note *In a network environment where the zone is not specified, **AppleTalk Zones** will not be displayed.*

3 Select the printer to be set from **Connect to**, and click **Setup**.



4 Select the installed optional products in the Printer Settings dialog box, and click **OK**.



5 Close the Chooser window.

Printing the Printer Settings List

To check the Printer Configuration and Network Settings

You can simply use the printer control panel to print a copy of the Printer Settings List to check what optional products are installed on the printer or what are the network settings.

Show information about the optional products.

DocuPrint C621
Printer Settings

General

Total Number of Prints	4136sheets
Total Number of Copies	14sheets
Drum Counter	1138counts
Memory Capacity	256Mbyte
Printer Language	XPL2:200006201237
Number of Fonts Available	For XPL2
	Roman: 80 fonts
F/W Version	200006231528
IOT Version	1.3.18

Network

F/W Version	1.08
Ethernet Address	08:00:37:07:31:b9
Ethernet Settings	100Base-T Half (AUTO)
TCP/IP Settings	Control Panel
IP Address	13.198.33.195
Subnet Mask Address	255.255.252.0
Gateway Address	13.198.32.1
IPX/SPX Settings	
IPX Frame Type	ETHERNET-II (AUTO)
Network Address	010281b7:080037031b9
Protocol	lpd,SMB,NetWare®, EtherTalk,® SNMP, Internet Services

Printer Options

Scan Board	Yes
F/W Version	2.41
Physical ID	08:00:37:00:00:01:b0:d1
Paper Tray	Tray1,2,3,Manual Tray
Optional Paper Tray	2-Tray Module (1.0.4)
Hard Disk	Yes

Parallel

Busy-Ack	Ack-Busy
ECP	On

lpd

Port Status	Enabled

SMB

Port Status	Enabled
NetBEUI	Enabled
TCP/IP	Enabled
Host Name	FX0731B9
Work Group Name	WORKGROUP

NetWare®

Port Status	Enabled
Active Mode	DS-P Server Mode
Device Name	FX0731B9
Tree	
Context	

EtherTalk®

Port Status	Enabled
Printer Name	FX0731B9
Zone Name	Atalk(*)
Printer Type	XPL2

SNMP

Port Status	Enabled
IPX	Enabled
UDP	Enabled

Internet Services

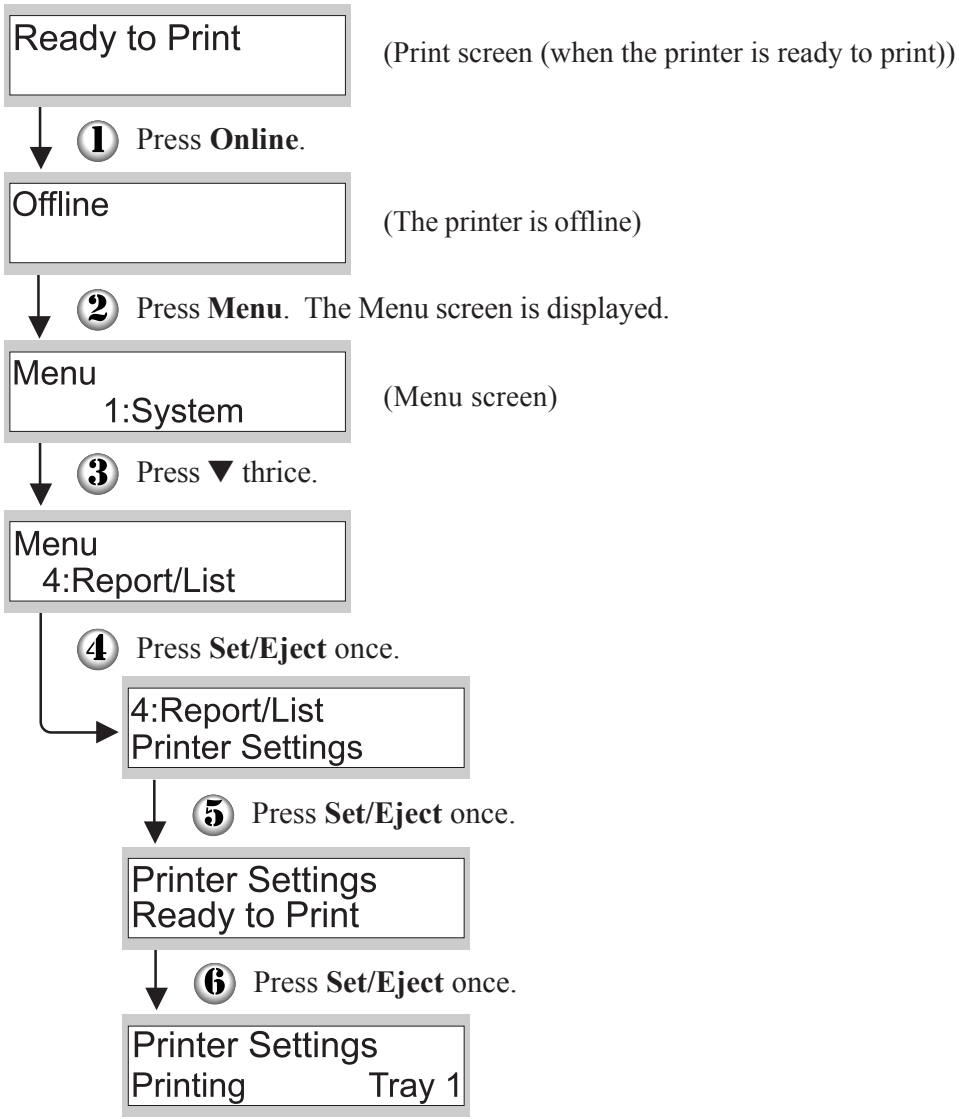
Port Status	Enabled

EtherTalk is a registered trademark of Apple Computer Inc.
NetWare is a registered trademark of Novell Inc
XEROX, THE DOCUMENT COMPANY is a registered trademark of Fuji Xerox Co., Ltd.

THE DOCUMENT COMPANY
XEROX

The Printer Settings List is printed in portrait orientation on A4-size paper. Load A4-size paper in portrait orientation in the paper tray.

"3.2 Basic Operations of the Menu Screen" on how to use the control panel



Once printing is done, the Print screen is displayed.

Printing the Job Log Report

Print Job Log

If you have selected the store job log option, then you can print the Print Job Log report by using the control panel. The Print Job Log report will show you a record of the 50 recently printed jobs for you to check if they have been printed correctly or not.
This section will explain how to save the print job log and how to print the report.

Note *If **Yes** is selected for Auto Log Print in 1 System, the printer will automatically generate the Print Job Log report when the number of print jobs done exceeds 50. The factory setting is **No**. For details, refer to "3.3 List of Items on the Menu Screen".*

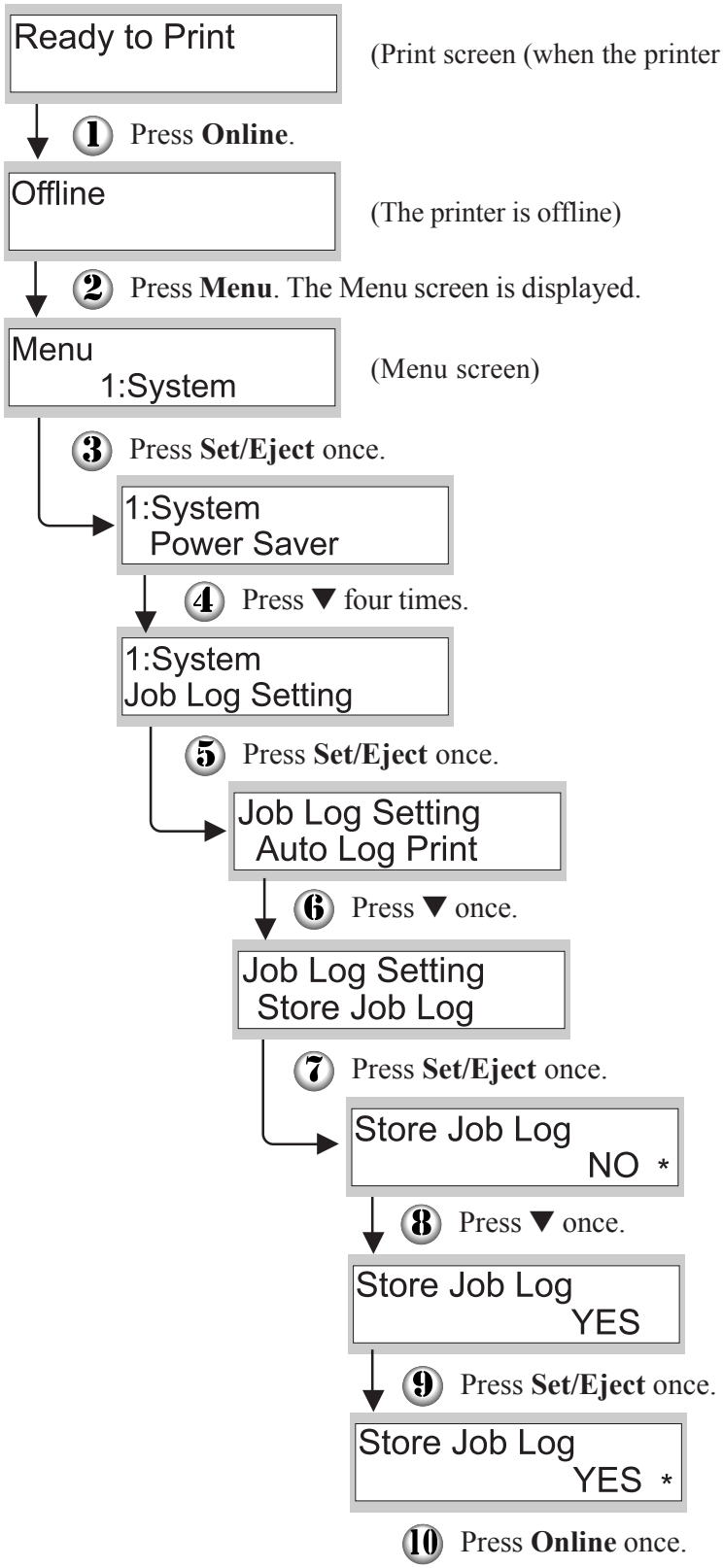
Print Job Log

Total Number of Prints 167 sheets

Date	Time	Port	Data Type	Document	User	B/W Pages	B/W Sheets	Color Pages	Color Sheets	Result
2000/08/01	11:08	lpd	XPL2	settings.doc	Kuroda	1	1	0	0	Completed
2000/08/01	11:28	lpd	XPL2	menu.doc	Kuroda	0	0	1	1	Completed

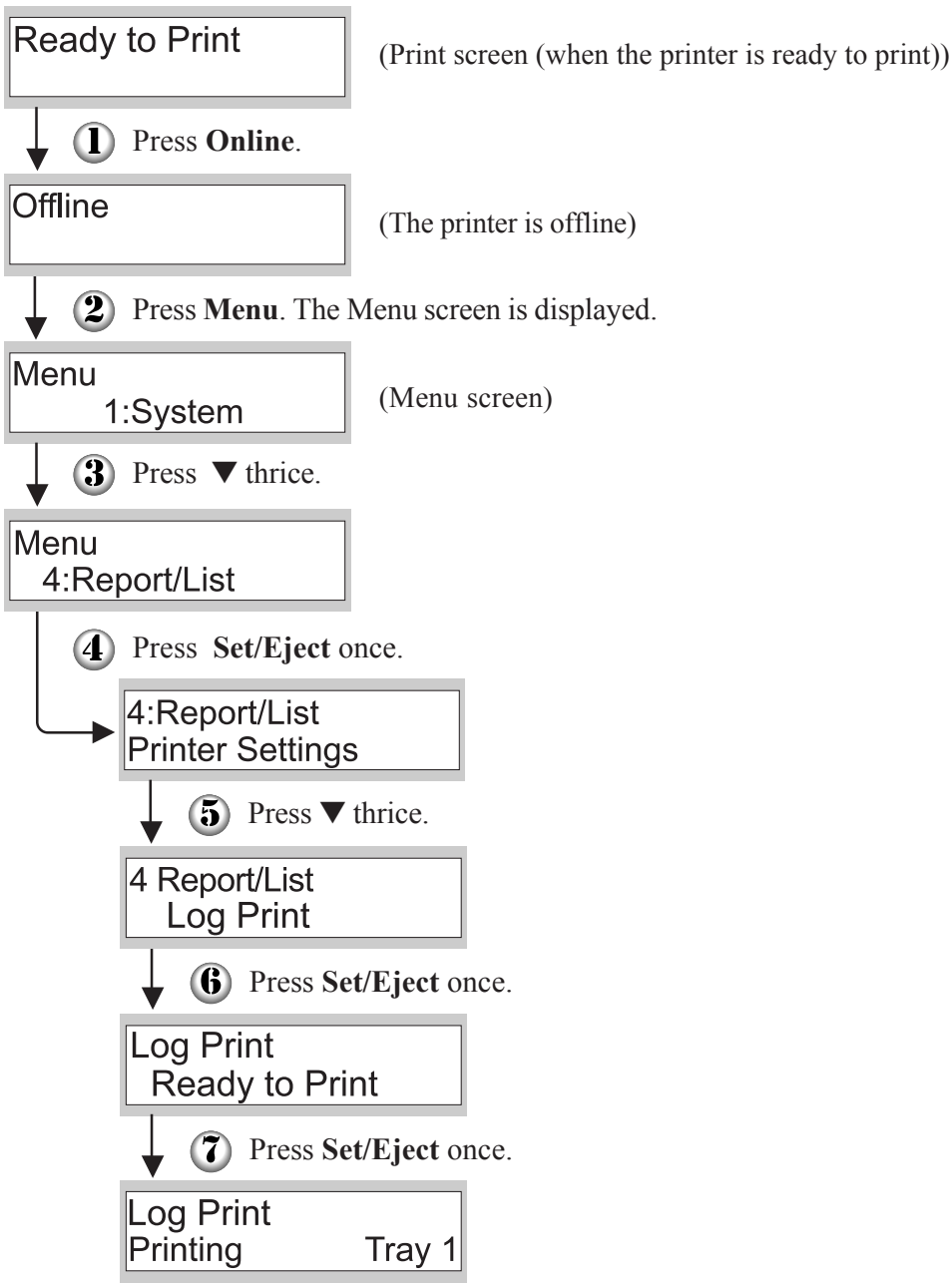
The following procedure explains how to save the print log of the printer.

See *"3.2 Basic Operations of the Menu Screen" on how to use the control panel*



The following procedure explains how to print the Job Log report.

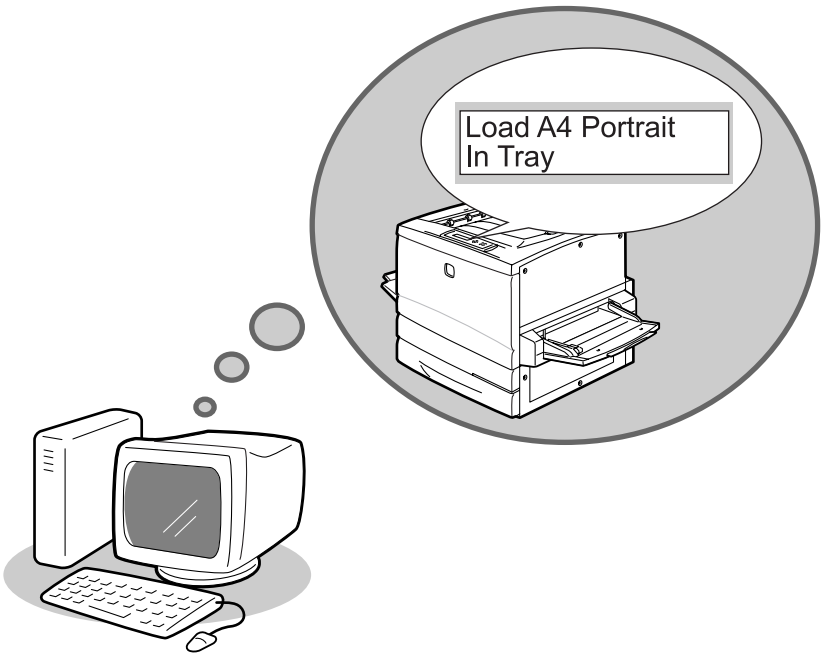
LOOK ☞ *The printer prints the Job Log report on A4-size paper in portrait orientation. Load A4-size paper in the paper tray in the portrait orientation.*



The Print screen is displayed once printing is done.

Checking the Printer Status on the Computer

When DocuPrint C621 is installed in a TCP/IP environment, you can use the WWW browser on the network computer to check the printer status or change any kind of printer settings.
This feature is known as *CentreWare Internet Services*.
CentreWare Internet Services is a software that enables the user to display the printer status or change the printer settings without leaving the computer.
You can also check how much of your consumables and paper is still available in the printer.



The following procedure explains how to use the CentreWare Internet Services.

1. Switch on the computer and activate the WWW browser.
   Here, we use Microsoft Internet Explorer 5.0 on Windows 98 as an example.

   LOOK *To ensure that CentreWare Internet Services is working correctly, you need to change the following settings of the browser.*
   If the CentreWare Internet Services is not connected properly, check these settings.

   - *setting to enable Java*
     *(any options except **Disable Java** for **Java permission**)*
   - *Set **Check for newer versions of stored pages** to **Every visit to the page** or **Every time you start Internet Explorer***

   See *For details on CentreWare Internet Services, refer to the Network Print Environment User Guide (net.pdf) in the Software Pack CD-ROM.*

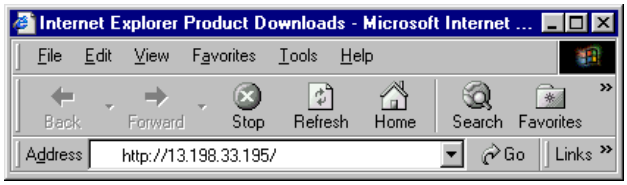
2 Enter the IP address or the internet address of the printer in the address column of the browser.

Note *If you do not know the printer IP address, print out the Printer Settings List to check. Refer to "1.8 Printing the Printer Settings List" for information on printing the Printer Settings List.*

Note *If the network is using Domain Name System (DNS) and the printer host name is registered in the DNS name server, you can use the Internet address which has both host and domain names to access the printer.*

DNS allows you to obtain the IP address from the host name using Internet. Check with your network administrator on whether DNS is used on the network and the internet address of the printer.

Example: For IP address, "13.198.33.195", enter, "http://13.198.33.195/"

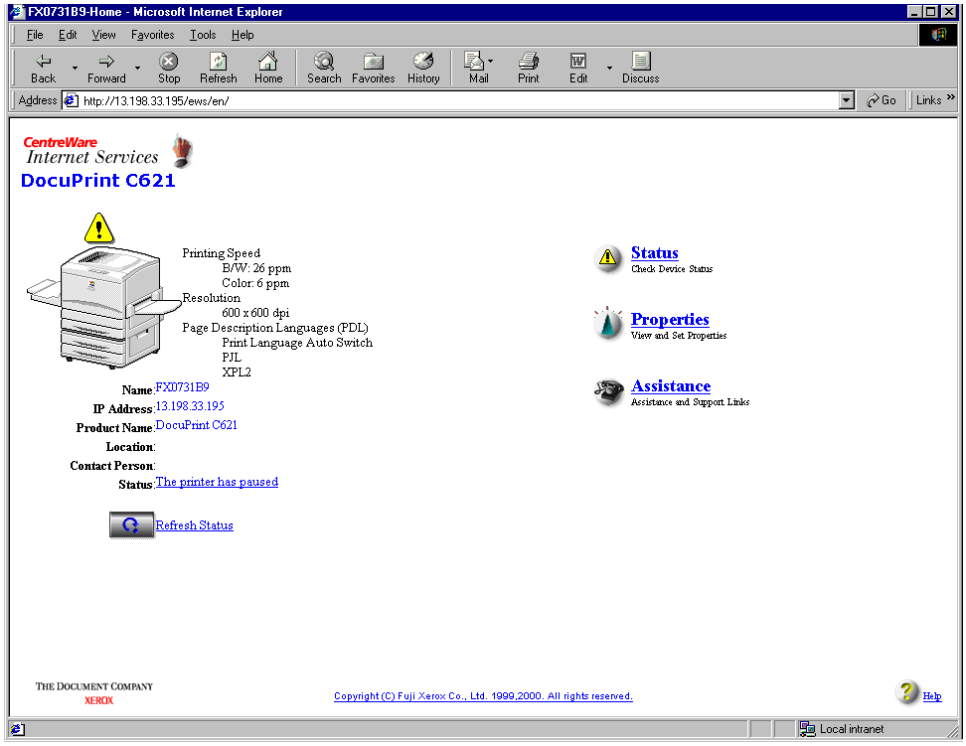

Internet Explorer Product Downloads - Microsoft Internet ...
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites
Address http://13.198.33.195/ Go Links

Example: For internet address, "dpc620.aaa.bbb.fujixerox.co.jp" (host name: dpc620; document name: aaa.bbb.fujixerox.co.jp), enter, "http://dpc620.aaa.bbb.fujixerox.co.jp/"

FX0731B9-Home - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites
Address http://dpc620.aaa.bbb.fujixerox.co.jp Go Links

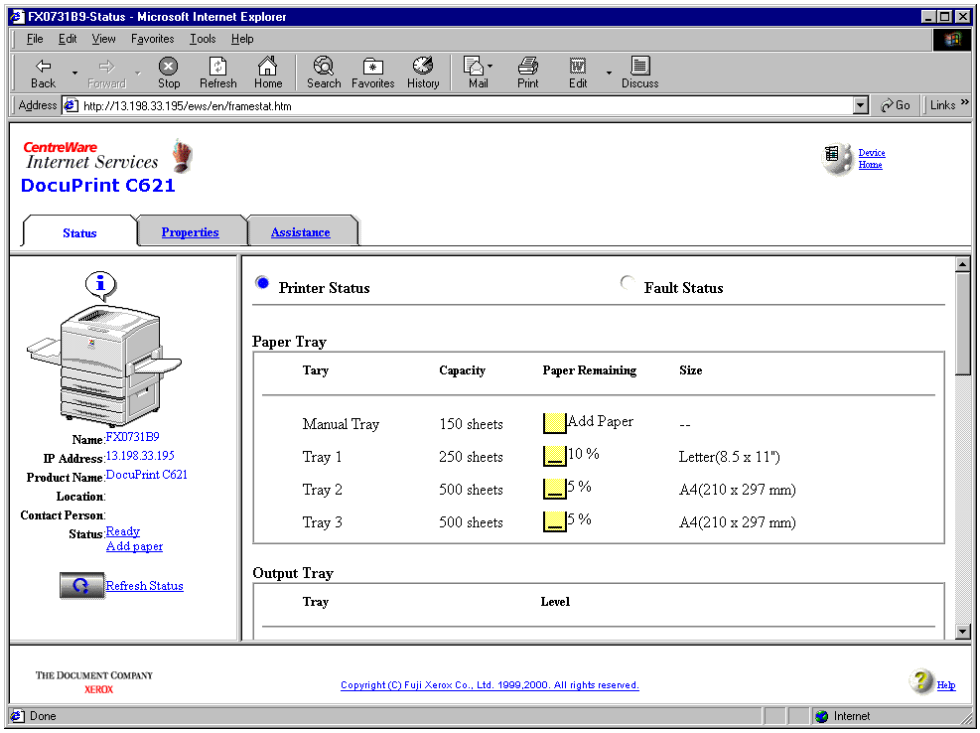
3 Press **Enter** on the keyboard.
The screen of CentreWare Internet Services is displayed.

4 Click **Status** to check printer status.



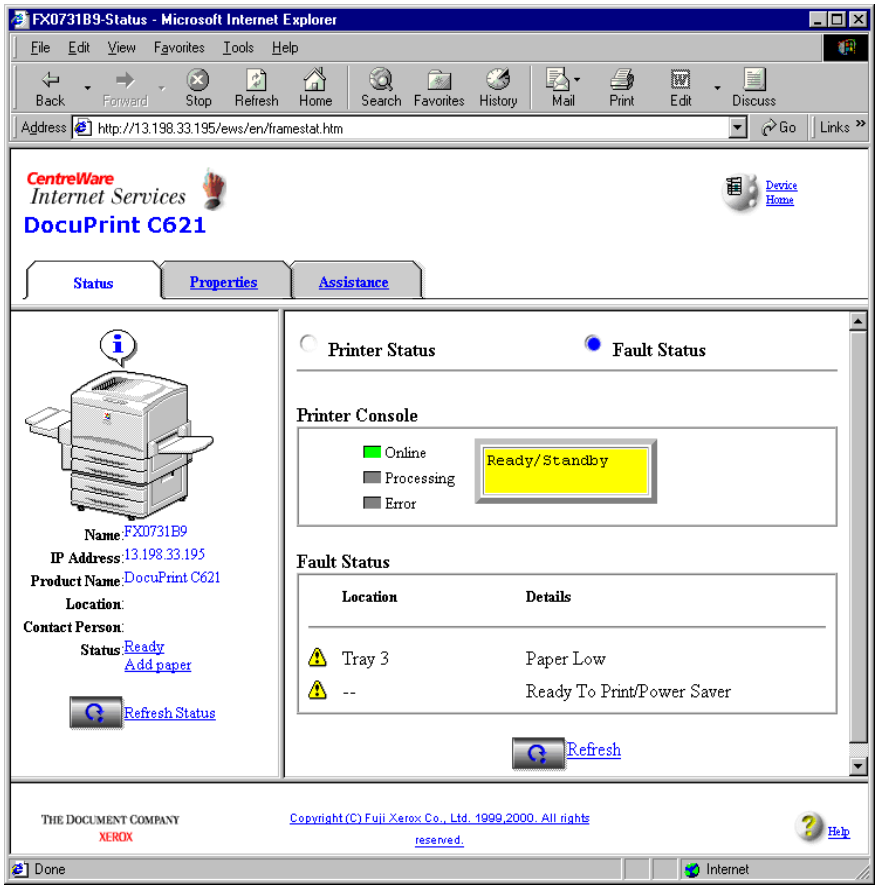
Printer information is displayed at the right side of the screen.

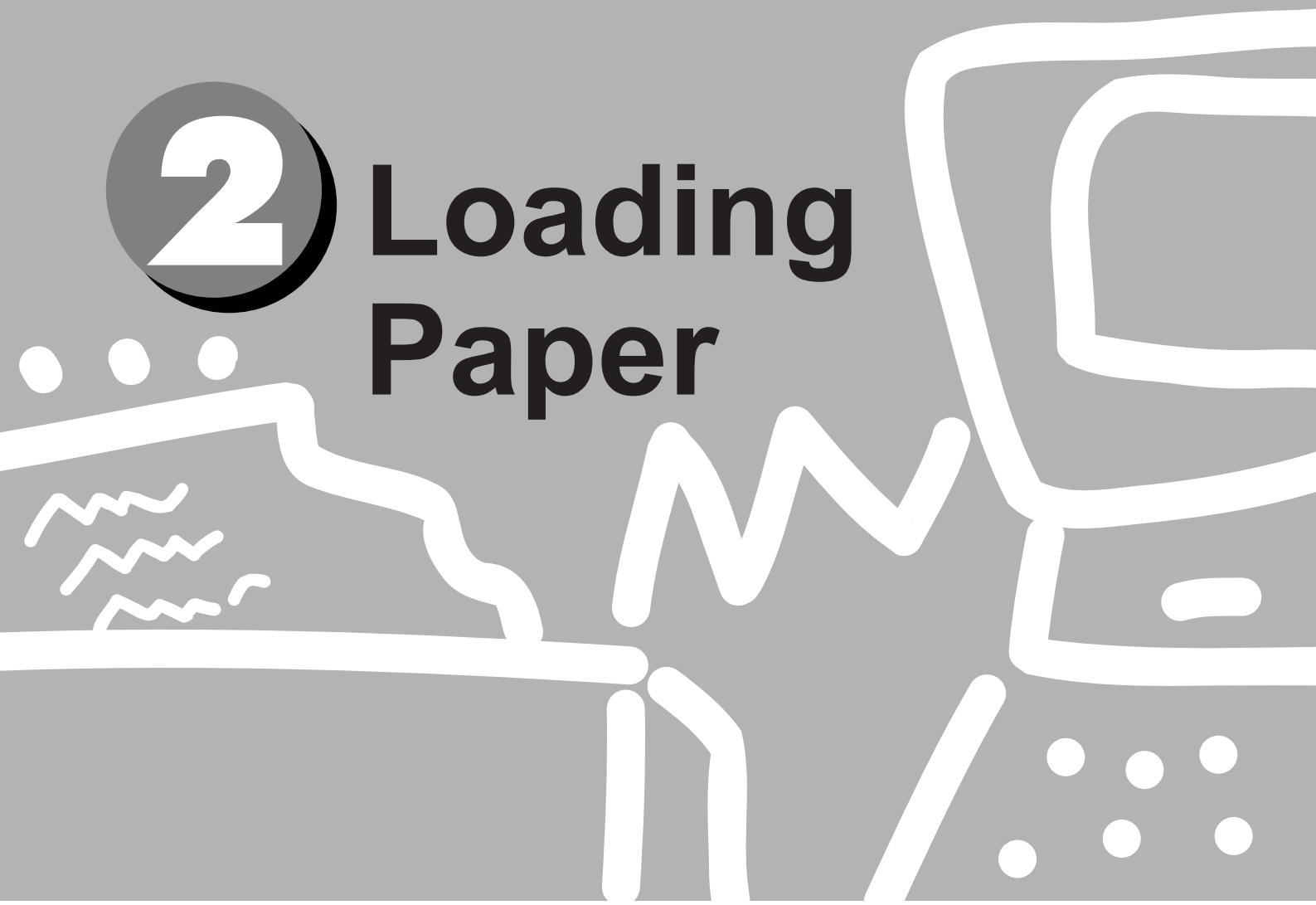
5 Check the displayed content. You can check the status of the paper trays, output tray, and covers; as well as information about the toner and other consumables; and the output accounts.



6 To check if any error occurred, click on **Fault Status**.
The displayed content at the right of the screen changes to display the fault status.

7 Check the displayed content. You can also check the status of the printer control panel here.





2 Loading Paper

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Paper Handling

If you use paper that is unsuitable for printing, they may cause paper jams and deterioration in print quality. We recommend you to use the types of paper listed below to obtain the best results from your printer.

2.1.1 Recommended Paper

Plain Paper (general-purpose)

When you are printing on plain paper (general-purpose paper), the plain paper used should meet the following standards. However, for better printing, standard paper is recommended.

Paper Supply	Standard
Manual Tray	G.S.M.: 64 to 220 g/m^2 Ream weight: 55 to 189 kg
Trays 1, 2 and 3	G.S.M.: 64 to 105 g/m^2 Ream weight: 55 to 90 kg

Note *G.S.M. or g/m^2 is a measure of the substance of paper expressed in grammes per square meter, which does not depend on the number of sheets in the ream. Ream weight is the weight of a 788 x 1,091 mm ream consisting of 1,000 sheets.*

Plain Paper (Standard)

The types of standard paper for DocuPrint C621 are as follows:

Paper Type	Standard
FXJ Paper (For colour, one-sided printing)	G.S.M.: 82 g/m^2 Ream weight: 70 kg
FXJD Paper (For colour, two-sided printing)	G.S.M.: 98 g/m^2 Ream weight: 84 kg
FXP Paper (For monochrome printing)	G.S.M.: 64 g/m^2 Ream weight: 55 kg

Special Media

In addition to plain paper, the following types of special media can also be used:

Paper Type	Product Code	Note
Transparencies (XEROX FILM (no border))	V516	Do not use transparencies meant for full-colour printing (with white border).
Labels (A4)	V862	You may use any full-page and uncut label sheets.
Envelopes • Type 2 162 × 114 mm • Type 3 148 × 98 mm • Type 4 235 × 105 mm • Type 3 Long 235 × 120 mm	-	Do not use envelopes that have tape seals. If you are using an envelope with a glue seal, make sure it is dry before use.
Postcards	-	Postcards that have been printed on one side may be slightly bent, resulting in paper jams. Use your hands to straighten all the bends before use. We do not recommend printing on multi-coloured postcards.
Heavy Weight Paper (G.S.M.: 105 to 220 g/m^2)	-	Image may slip when printing on heavy weight paper.
Coated Paper		Do not use coated paper for inkjet printers. When printing on either coated paper or glossy paper, load one sheet at a time. Coated and glossy paper can stick together due to moisture. If more sheets were loaded together, more than one sheet may be fed at the same time, causing damage to the machine.
Glossy Paper • Mylar Film 157g/m^2 (A4) V588 (A3) V589 • NK Special Double-sided Art Paper (For two-sided printing) (A4) V607 (A3) V608 (12 × 18") V844		

Note *For plain paper, heavy weight paper, postcard, coated paper and glossy paper, you can use the manual tray to print on side 2 (back) of the paper only if side 1 (front) was printed using DocuPrint C621. For details, refer to "2.5 Printing on Side Two of Printed Sheets".*

Paper Trays, Paper Types and Sizes

The following table shows you the type, size and quantity of paper that can be loaded onto a specific tray.

Paper Supply	Paper Type	Maximum Capacity	Paper Size
Manual Tray	Plain paper Postcards Envelopes Labels Transparencies (no border) Heavy weight Paper	Up to 150 sheets or 16 mm thick	A5 portrait B5 portrait A4 portrait/landscape B4 landscape A3 landscape 8.5 × 11" (Letter) portrait/ landscape 8.5 × 14" (Legal) landscape 11 × 17 " landscape 12 × 18 " landscape 328 × 453 mm landscape Postcard Envelope (Types 2/3/4 and Type 3 Long) Custom Size (Width: 90 to 330.2 mm, Length: 144.8 to 457.2 mm)
	Coated paper Glossy paper	1 sheet	
Tray 1 250 sheets universal tray (bundled or optional)	Plain paper	Up to 250 sheets or 26 mm thick	B5 portrait A4 portrait/landscape B4 landscape A3 landscape 8.5 × 11" (Letter) portrait 8.5 × 14" (Legal) landscape 11 × 17 " portrait 12 × 18 " portrait
A3 oversize tray (optional)	Plain paper	Up to 250 sheets or 26 mm thick	328 × 453 mm landscape
Trays 2, 3 2-tray module (optional)	Plain paper	Up to 500 sheets per tray or 53 mm thick	B5 portrait A4 portrait/landscape B4 landscape A3 landscape 8.5 × 11" (Letter) portrait 8.5 × 14" (Legal) landscape 11 × 17" landscape

LOOK *The number of sheets that can be loaded varies according to the thickness of paper.*

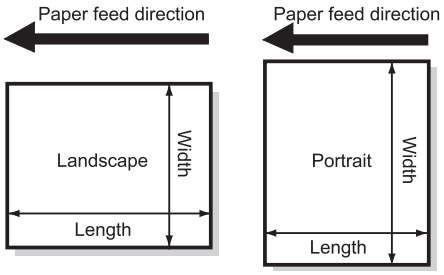
Paper Types and Sizes for Two-sided Printing

If you have installed the duplex print module (optional), you can perform two-sided printing. The various paper types and sizes that can be used for two-sided pritned are as follows:

Paper type	Size
Plain paper	Plain paper B4 portrait A4 portrait/ landscape B4 landscape A3 landscape 8.5× 11 " (Letter) portrait/landscape 8.5× 14 " (Legal) landscape 11× 17 " landscape 12× 18 " landscape

Note *Use FXJD paper if you are printing documents with high image resolution in colour and two-sided.*

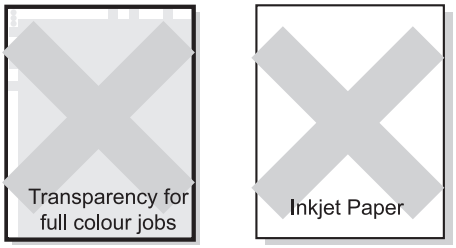
Note *The following are examples of width, length and landscape/portrait orientations mentioned in the above tables.*

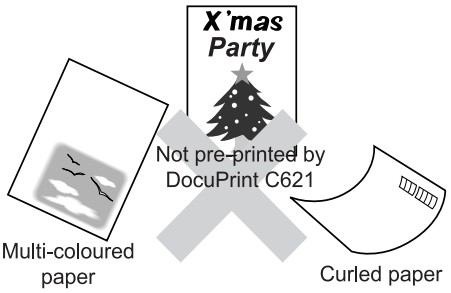


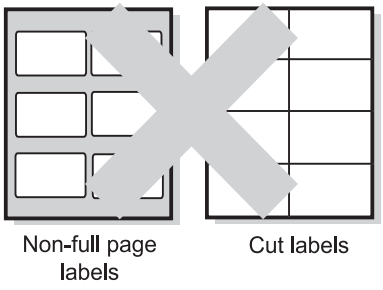
2.1.2 Unsuitable Paper

Paper with any of the following properties may cause apper jams, and therefore should not be used.

- Fuji Xerox full colour transparency
- Inkjet paper
- Too thick or thin paper
- Pre-printed paper
- Folded, wrinkled or torn paper
- Damp or wet paper
- Curled paper
- Sheets adhered with static electricity
- Layered or adhesive paper
- Specially coated paper
- Treated-surface coloured paper
- Pre-printed with ink that is affected at 155 ºC
- Heat sensitive paper
- Carbon paper
- Paper with a rough surface, such as textured or fibre form paper
- If using acidic paper, characters may fade; in which case change to a neutral paper
- Rough envelopes or envelopes with metal seals
- Paper with staples, clips, ribbon or tape attached
- Envelopes with sticky adhesive
- Non-full page labels or cut labels







- T-shirt transfer paper (heat press use)
- Transfer paper (cold water use)
- Opaque film
- Digital coated glossy paper
- Adhesive paper (transparent/colourless)

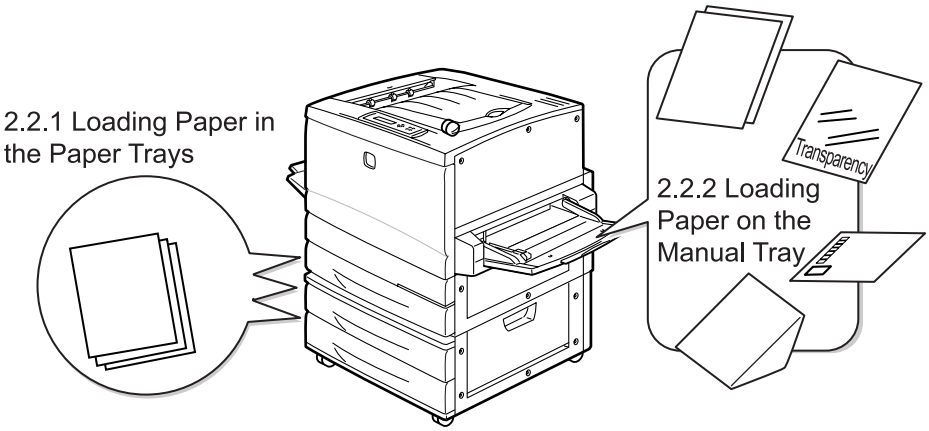
2.1.3 Storing Paper

If paper is not stored improperly, it could cause paper jams, degraded print quality, and even damage to the printer. Paper should be stored in a location satisfying the following conditions:

- Temperature Between 10 ºC and 30 ºC
- Relative Humidity Between 30 to 65%
- The location should have low humidity.
- After opening a package, re-pack the unused paper with the wrapping paper, and store in a cabinet or at a place with low humidity.
- Paper should be stored on a flat surface.
- Make sure that the paper are not wrinkled, folded or curled.
- Do not store paper under direct sunlight.

Loading Paper

This section explains how to replenish the paper trays when paper has run out.

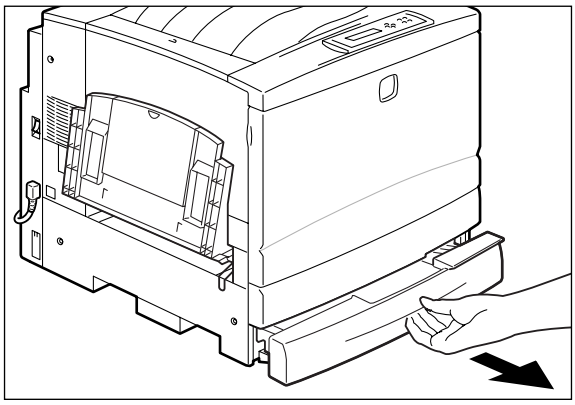


See *"2.1 Recommended Paper" for paper that can be loaded in the respective trays*

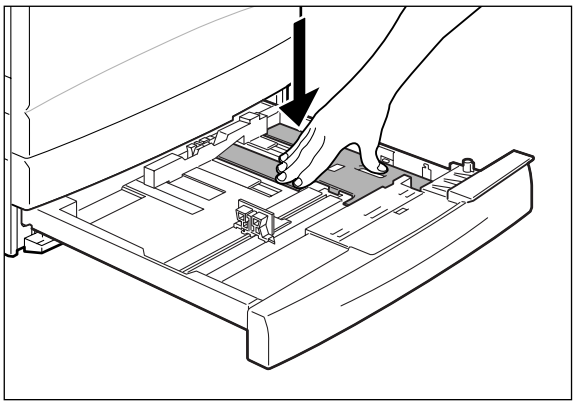
2.2.1 Loading Paper in the Paper Trays

When you have run out of paper in the trays or when you want to load a different paper on to the trays, the procedure is as follows.
Here, we will explain how to load A4-size paper in the portrait orientation in tray 1.

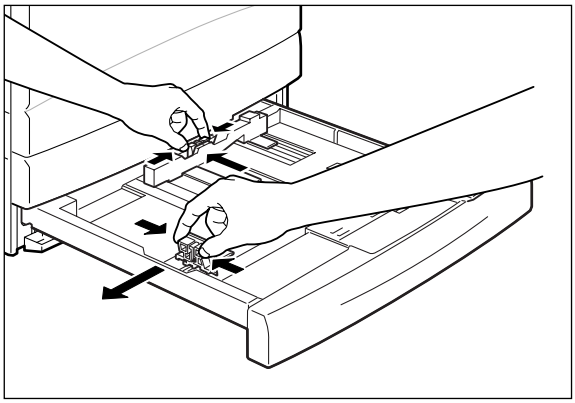
Note *You can load paper into the trays in the optional 2-tray module in the same way.*



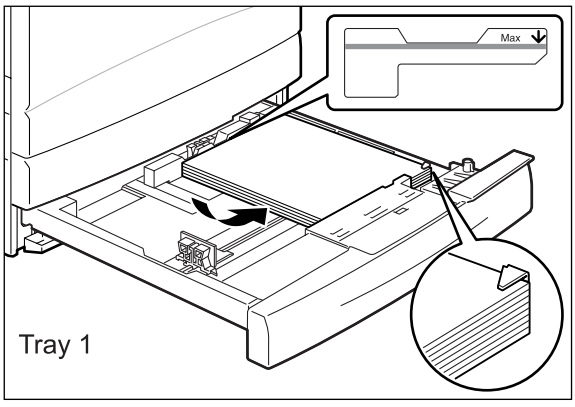
1. Pull out the tray until it stops.



2 Push down the metal plate inside the paper tray until it locks.

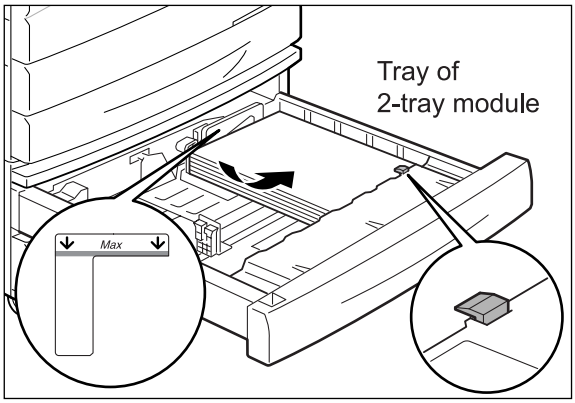


3 Move the paper guides towards the outer edges of the tray by squeezing the horizontal and vertical guide clips between your fingers. Make sure you move the vertical paper guide all the way to the left.

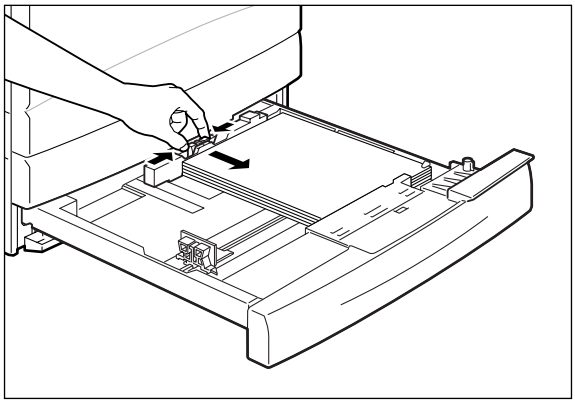


4 Align the four corners of the paper stock and load the paper with the side to be printed face-down.
Load paper under the tab on the front right hand side as shown in the diagram.

LOOK ☞
- *Do not use folded, wrinkled or curled paper.*
- *Do not load beyond the maximum (MAX) fill line indicated at the side of the tray.*
- *Make sure the top sheet is under the tab.*

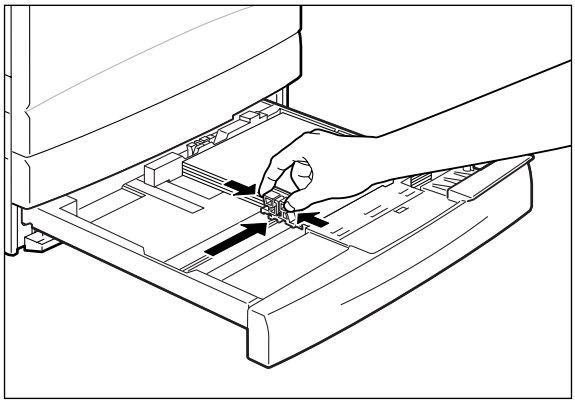


LOOK ☞ *If you are loading into trays of the 2-tray module, you can load up to the maximum (MAX) fill line indicated at the far end of the tray. Do not load all the way up to the grey tab shown in the illustration. This tab is to prevent paper from being fed in the slanted position.*



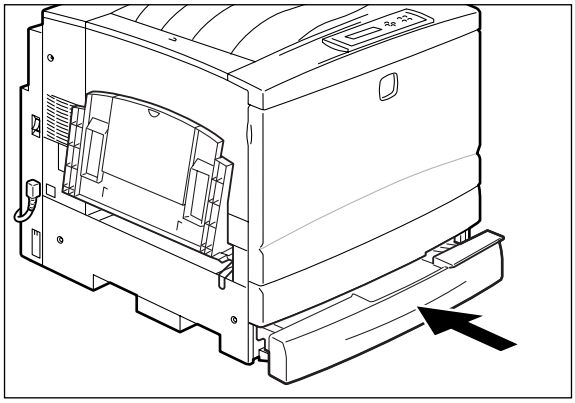
5 Align the horizontal paper guide with the width of the paper.

LOOK *If the paper guide is pressed tightly against the paper, a paper jam may occur. However, if the paper guide is too loose, the paper may become warp.*



6 After aligning the edges of the paper, align the ▼ mark on the horizontal guide with the appropriate paper size mark.

LOOK
- *Make sure that the vertical paper guide stopper is in the right hole.*
- *If the vertical paper guide is out of position, the paper size may not be detected. When this happens, slide the vertical guide to the left, and then re-align it with the paper scale.*



7 Push the paper tray firmly into the printer.

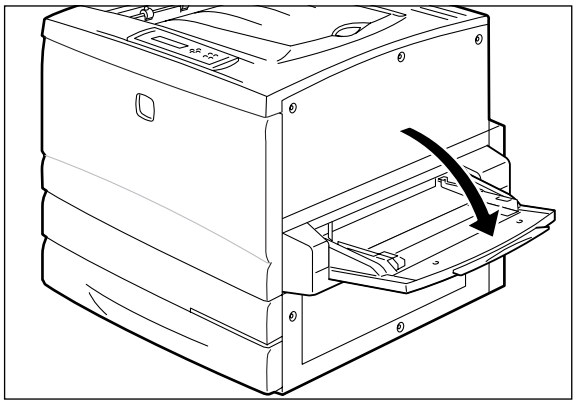
LOOK *Do not push in the tray with excessive force.*

2.2.2 Loading Paper on the Manual Tray

The procedure for loading paper on the manual tray is as follows.

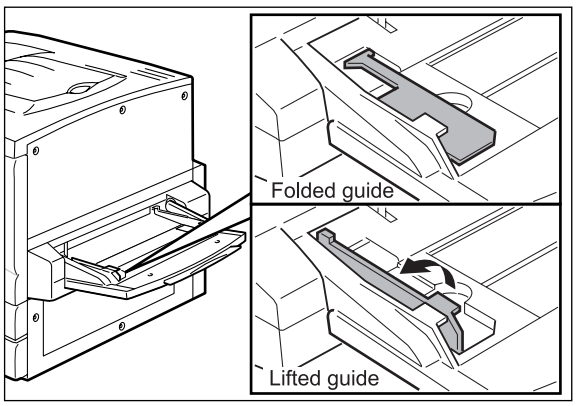
LOOK *To avoid paper jams, do not load different sizes of paper on the tray at the same time, and do not add paper to the tray before it empties.*

See
- *"2.4 Printing on Special Media" when loading postcards, transparencies and glossy paper onto the manual tray.*
- *"2.5 Printing on Side Two of Printed Sheets" to print on side two (back) of pre-printed paper.*



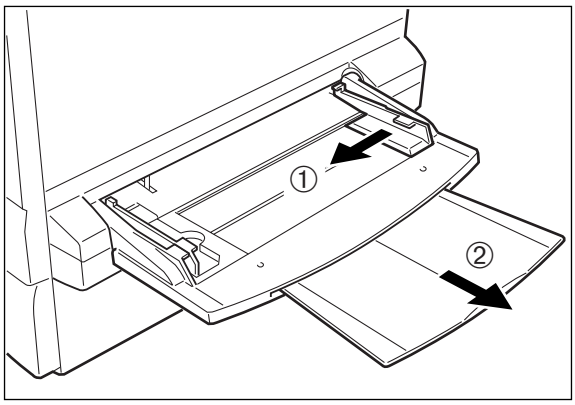
1. Open the tray if it is folded.

   LOOK *To avoid damage, do not pull hard on the tray or place heavy objects on top of the tray.*



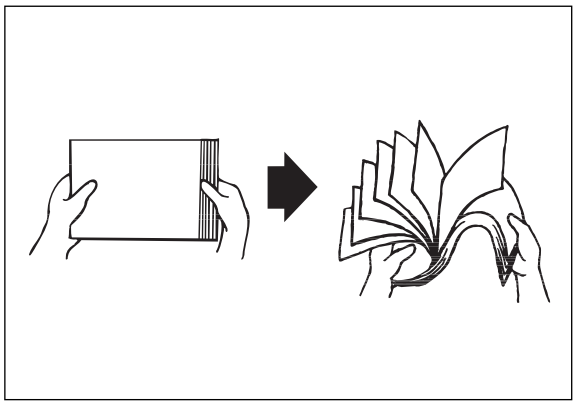
2. Lift the guide in the A3 oversize tray if you are using a paper size other than 328 x 453 mm. This guide should only be folded down when using A3 oversize paper (328 x 453 mm), or when custom size exceeds 12.2 inch in width.

   LOOK *If you attempt to print with the guide folded down (when printing on paper with width less than 12.2 inch), the image position may slip on the printed page.*



3 Align the paper guides to the size of the paper to be loaded (①).
Pull out the tray extension (②) when printing on large paper such as A3-size paper.

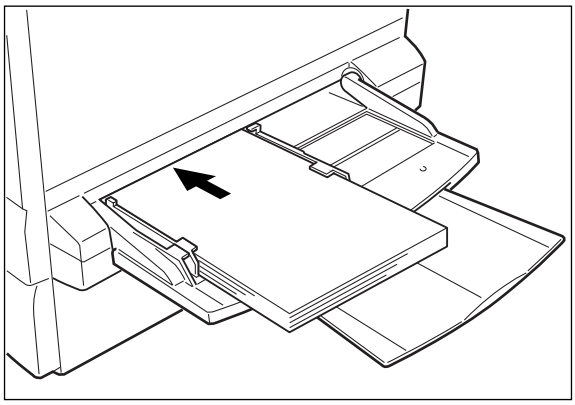
LOOK *When printing on larger paper sizes, such as A3, pull out the tray extension. Otherwise, paper may fall out of the tray, or may not be fed properly.*



4 When using special paper such as transparencies, labels and envelopes, fan the stack of paper to allow air to enter between the sheets.

Note *Fanning the sheets helps to prevent several sheets feeding together, and prevents paper jams.*

LOOK
- *You can load plain paper without fanning it first.*
- *Load coated or glossy paper one sheet at a time. If you load more than one sheet, moisture between the paper may cuase them to be fed into the printer together, causing paper jams.*
- *If the paper is poorly cut and there are scraps around the edges, remove these before loading the paper on the tray.*

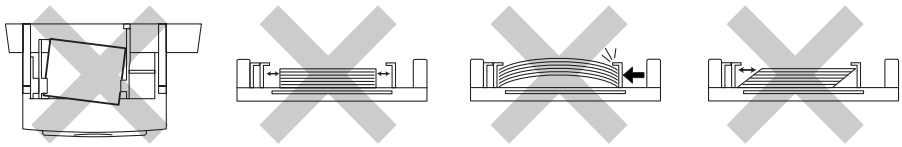


5 Align the four corners of the paper stock, and load the paper with the side to be printed face-up onto the manual tray. Insert the paper gently into the feeding slot.

LOOK
- *Do not use folded, wrinkled or curled paper.*
- *Do not load beyond the (MAX) fill line indicated at the side of the tray.*

Incorrect Method of Loading Paper

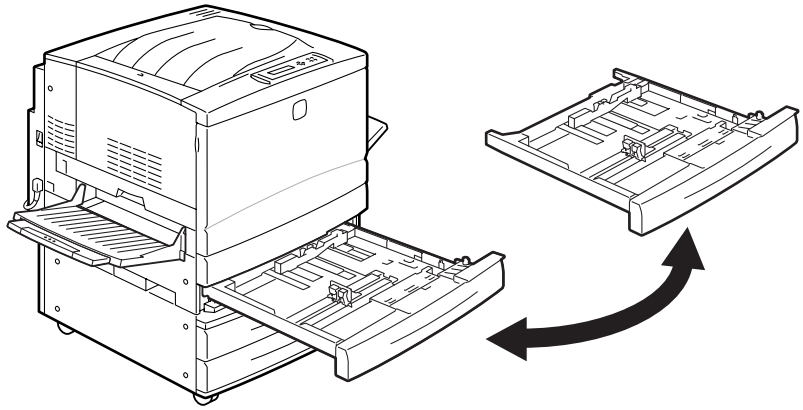
Is the paper loaded properly?
Have you aligned the paper guides with the paper carefully?
Is the guide pushing against the paper too much? Or, is there too much gap between the paper and the guide?
Are the edges of the stack aligned?



If the paper is not loaded correctly, the printing position may shift, causing the page to printout incorrectly.

Replacing the Paper Tray with an Optional Tray

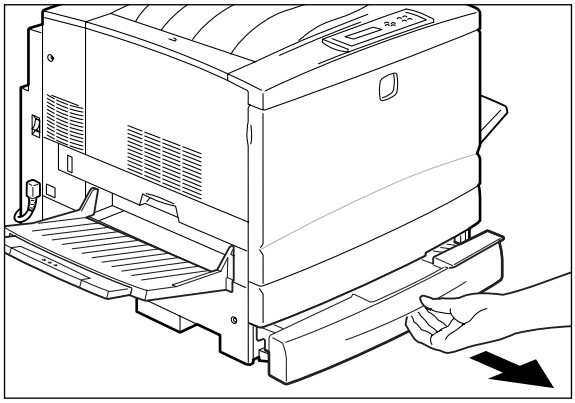
You can install the optional 250-sheets universal tray or the A3 oversize tray to replace tray 1. If you have purchaed the 250-sheets universal tray, you can load paper of a different size in the tray. If necessary, you can also replace the tray.
This section explains how to remove and install the paper trays.



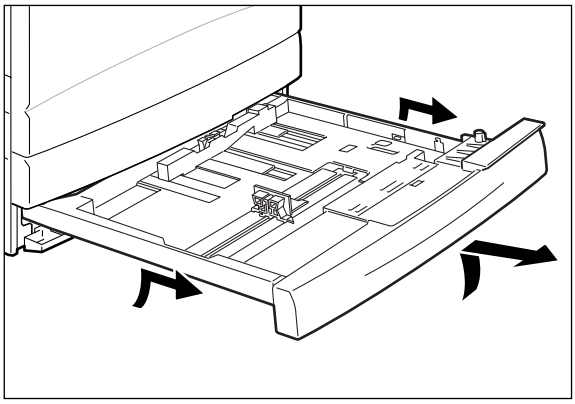
See ••• *"Appendix A Optional Products and Consumables" for information on the types of optional trays available.*

2.3.1 Removing the Paper Tray

The procedure is as follows:



1. Pull out the tray until it stops.

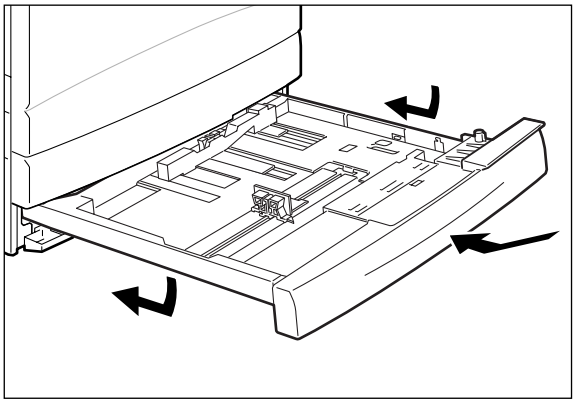


2 Hold the paper tray with both hands, gently lift the front of the tray and pull it out completely.

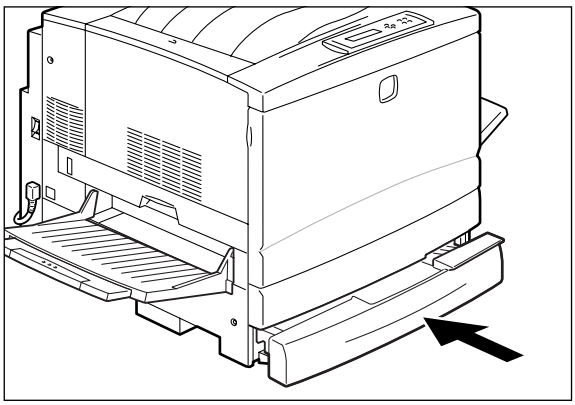
Note *After removing the tray, place it on a flat and level surface.*

2.3.2 Installing the Paper Tray

The procedure is as follows:



1 Hold the paper tray with both hands, and insert it into the grooves for the paper tray inside the printer.



2 Push the paper tray firmly into the printer.

LOOK *Do not push in the tray with excessive force.*

Printing On Special Media

When you are printing on postcards or envelopes, make sure that you have placed them correctly on the tray. Otherwise, they will be printed on the wrong side or in the wrong direction.
Also, if you are printing on special paper, you have to specify the type of paper and image quality in the printer driver when you send a print command from the application software.

Note *If you are printing on special paper frequently, you are recommended to register the settings in the printer driver's User Settings tab. Once you have register the settings, you do not have to go through the trouble of specifying the settings each time you print. Refer to the Online Help on User Settings tab.*

2.4.1 Printing on Transparencies

Transparencies must be fed from the manual tray.
You can use the Fuji Xerox transparencies (XEROX Film (no border)) for printing in colour using DocuPrint C621.

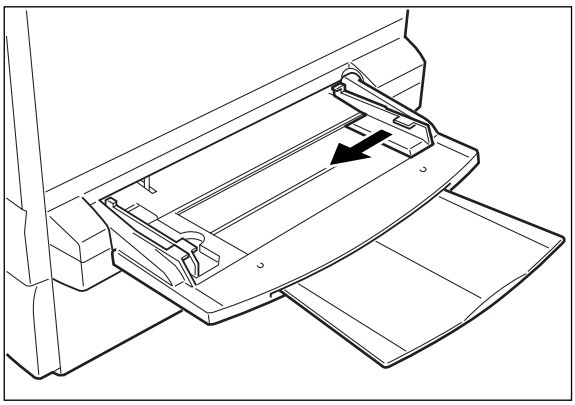
LOOK *Do not use transparencies for full colour jobs (that is, Fuji Xerox transparency with a white border).*

If you use unsuitable transparency, machine fault may occur.

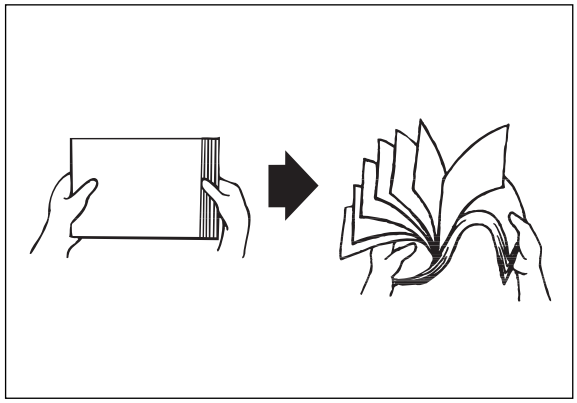
FUJI XEROX full colour transparencies cannot be used on DocuPrint C621.

LOOK *If transparencies are allowed to accumulate in the output tray, static electricity may result and cause a paper jam. Make sure you remove every sheet of transparency once it is output.*

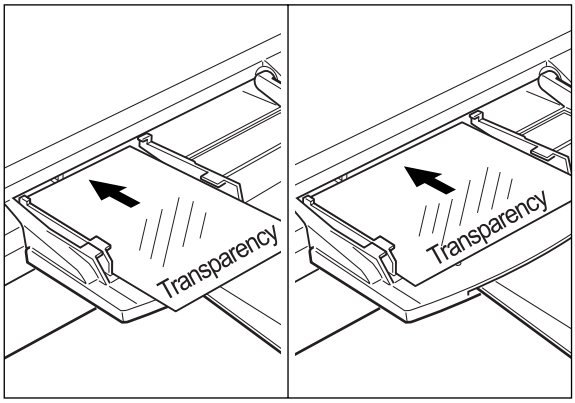
The procedure for loading transparencies is as follows:



1. Lift the A3 oversize guide and make sure that the paper guide matches with the paper size scale.



2. Fan the transparencies in small quantity.



3. Insert the transparency gently into the feeding slot of the manual tray.

LOOK *Do not use full colour transparencies for full colour jobs as this may cause paper jam and fuser fault.*

4. Once the transparency is set properly, send a print command from your application software. Specify the items shown in the next section "Printer Driver Settings (when printing on transparencies)" in the printer driver.

Printer Driver Settings (when printing on transparencies)

- Windows 95, Windows 98, Windows NT

Tab	Item	Value
Paper/Output	Paper Size	"A4" or "Same as Document Size" (when the document size is A4)
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"
	Paper Tray	"Manual Tray"
	Manual Tray Paper Orientation	"Portrait" or "Landscape"
	Paper Type	Transparency
Graphics	Document Type	Transparencies

- Macintosh

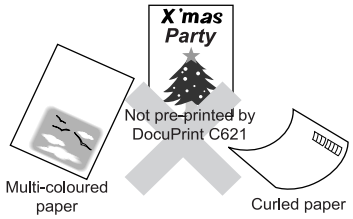
Dialog Box	Item	Value
Paper Settings	Paper Size	"A4" or "No change" (when the paper size is A4)
	Paper Type	Transparency
General Settings	Document Type	Transparencies
Printer Settings	Paper Tray	Manual Tray
	Paper Orientation	"Portrait" or "Landscape"
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"

Note *When you are printing on transparencies, you can choose to insert dividers between the transparencies. Refer to the Online Help on how to insert dividers and the different functions of each printer driver item. To use Online Help, refer to "1.4 Using Online Help".*

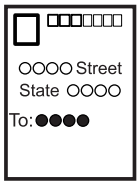
2.4.2 Printing on Postcards

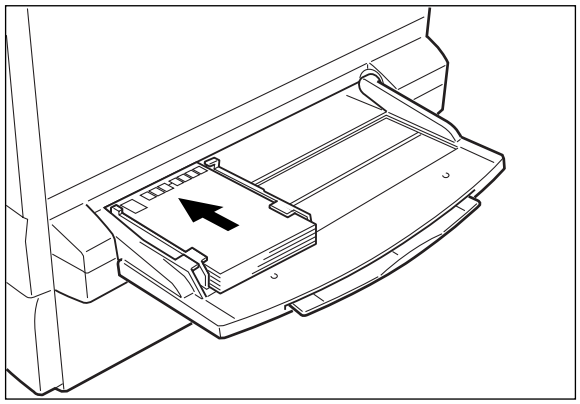
Postcards must be fed from the manual tray.

LOOK ☞
- *When printing on side 2 (back) of a pre-printed postcard (side 1 (front) is pre-printed), even the slightest curl may cause paper to jam. Flatten the postcard and load again.*
- *You are not recommended to print on multi-coloured postcards.*



The example below shows you how to print an address on a postcard.
Example:





1. Lift the A3 oversize guide and make sure that the paper guide matches with the postcard size scale.
2. Load the postcard with the side to be printed face-up and the pre-printed postal code boxes at the far end as shown in the diagram.
3. Once the postcards are set properly, send a print command from your application software. Specify the items shown in the next section "Printer Driver Settings (when printing on postcards)" in the printer driver.

Printer Driver Settings (when printing on postcards)

- Windows 95, Windows 98, Windows NT

Tab	Item	Value
Paper/Output	Paper Size	"Postcard" or "Same as Document Size" (when the document size is Postcard)
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"
	Paper Tray Selection	"Manual Tray"
	Manual Tray Paper Orientation	"Landscape"
	Paper Type	Postcard

- Macintosh

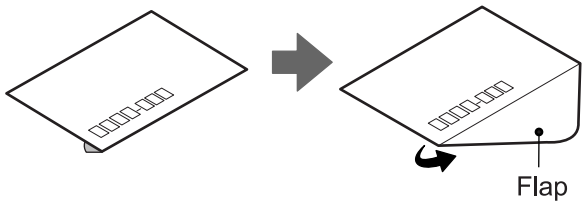
Dialog Box	Item	Value
Paper Settings	Output Size	"Postcard" or "Same as Document Size" (when the document size is Postcard)
	Paper Type	"Postcard"
Printer Settings	Paper Tray	"Manual Tray"
	Paper Orientation	"Landscape"
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"

Note *Refer to Online Help regarding the different functions of each printer driver item. To use Online Help, refer to "1.4 Using Online Help".*

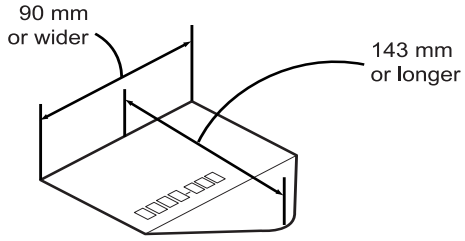
2.4.3 Printing on Envelopes

Envelopes must be fed from the manual tray.
You can use envelopes in the following sizes. Open the flap, and insert as shown in the diagram.

- Type 2 (162× 114 mm)
- Type 3 (148× 98 mm)
- Type 4 (235× 105 mm)
- Type 3 Long (235× 120 mm)

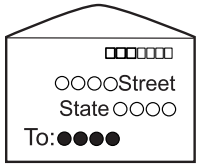


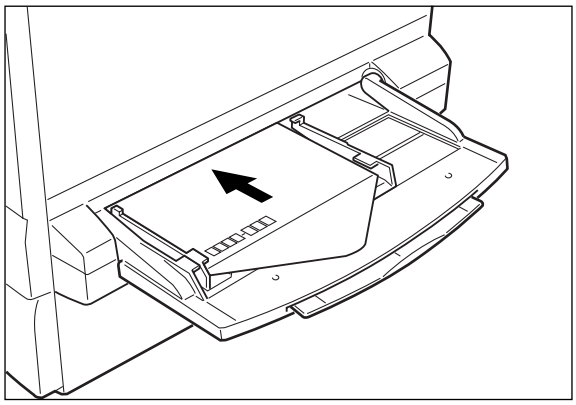
LOOK ☞
- *Do not use envelopes that have tape seals. If you are using an envelope with a glue seal, make sure it is dry before use.*
- *Use only landscape (horizontal) type envelopes (90 mm or wider, and 143 mm or longer with the flap open, as shown in the diagram). Portrait (vertical) type envelopes cannot be used.*



- *Depending on the type of envelope, envelopes may sometimes crease or not print properly.*

For example, when printing on an envelope in the following manner:
Example:





1. Lift the A3 oversize guide and make sure that the paper guide matches the postcard size scale.

2. Open the flap. Insert the envelope with the flap open towards you.

3. Once the envelope is set properly, send a print command from your application software. Specify the items shown in the next section "Printer Driver Settings (when printing on envelopes)" in the printer driver.

Printer Driver Settings (when printing on envelopes)

- Windows 95, Windows 98, Windows NT

Tab	Item	Value
Paper/Output	Paper Size	Custom envelope size or "Same as Document Size" (when the document size is one of the custom sizes)
	Doc Orientation	"Landscape"
	Turn Image by 180º (Envelope)	"On"
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"
	Paper Tray	"Manual Tray"
	Manual Tray Paper Orientation	"Portrait"
	Paper Type	"Envelope"

- Macintosh

Dialog Box	Item	Value
Paper Settings	Paper Size	Custom envelope size or "Same as Document Size" (when the document size is one of the custom sizes)
	Doc Orientation	"Landscape"
	Turn Image by 180º (Envelope)	"On"
	Paper Type	"Envelope"
Printer Settings	Paper Tray	"Manual Tray"
	Paper Orientation	"Portrait"
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"

Note *Refer to Online Help regarding the different functions of each printer driver item. To use Online Help, refer to "1.4 Using Online Help".*

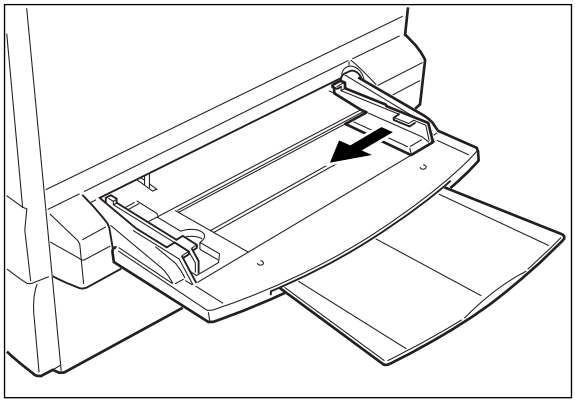
2.4.4 Printing on Glossy paper

Glossy paper must be fed one at a time from the manual tray.
You can use the following media with DocuPrint C621:

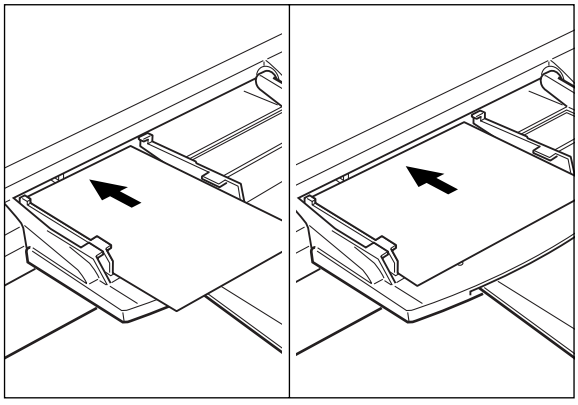
- Mylar film (157 g/m^2)
- NK double-sided art paper

LOOK *If media other than those mentioned above are used, paper jams may result.*

The procedure on how to print on glossy paper is as follows.



1. Lift the A3 oversize guide and make sure that the paper guide matches with the paper size scale.



2. Insert the paper gently into the feeding slot of the manual tray, with the side to be printed face-up.

   LOOK *Load glossy paper one sheet at a time. If you load more than one sheet, moisture between the paper may cause them to be fed into the printer together, causing paper jams.*

3. Once the glossy paper is set properly, send a print command from your application software. Specify the items shown in the next section "Printer Driver Settings (when printing on glossy paper)" in the printer driver.

Printer Driver Settings (when printing on glossy paper)

- Windows 95, Windows 98, Windows NT

Tab	Item	Value
Paper/Output	Paper Size	"A4", "A3", "12 x 18" " or "Same as Document Size" (Specify the paper size used)
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"
	Paper Tray	"Manual Tray"
	Manual Tray Paper Orientation	"Portrait" or "Landscape"
	Paper Type	"Coated Paper"
Graphics	Document Type	"Coated Paper"

- Macintosh

Dialog Box	Item	Value
Paper Settings	Paper Size	"A4", "A3", "12 x 18" " or No Change (Specify the paper size used)
	Paper Type	"Coated Paper"
General Settings	Document Type	"Coated Paper"
Printer Settings	Paper Tray	"Manual Tray"
	Paper Orientation	"Portrait" or "Landscape"
	Output Tray	"Side Tray (Face Up/Forward)" or "Side Tray (Face Up/Reverse)"

Note *Refer to Online Help regarding the different functions of each printer driver item. To use Online Help, refer to "1.4 Using Online Help".*

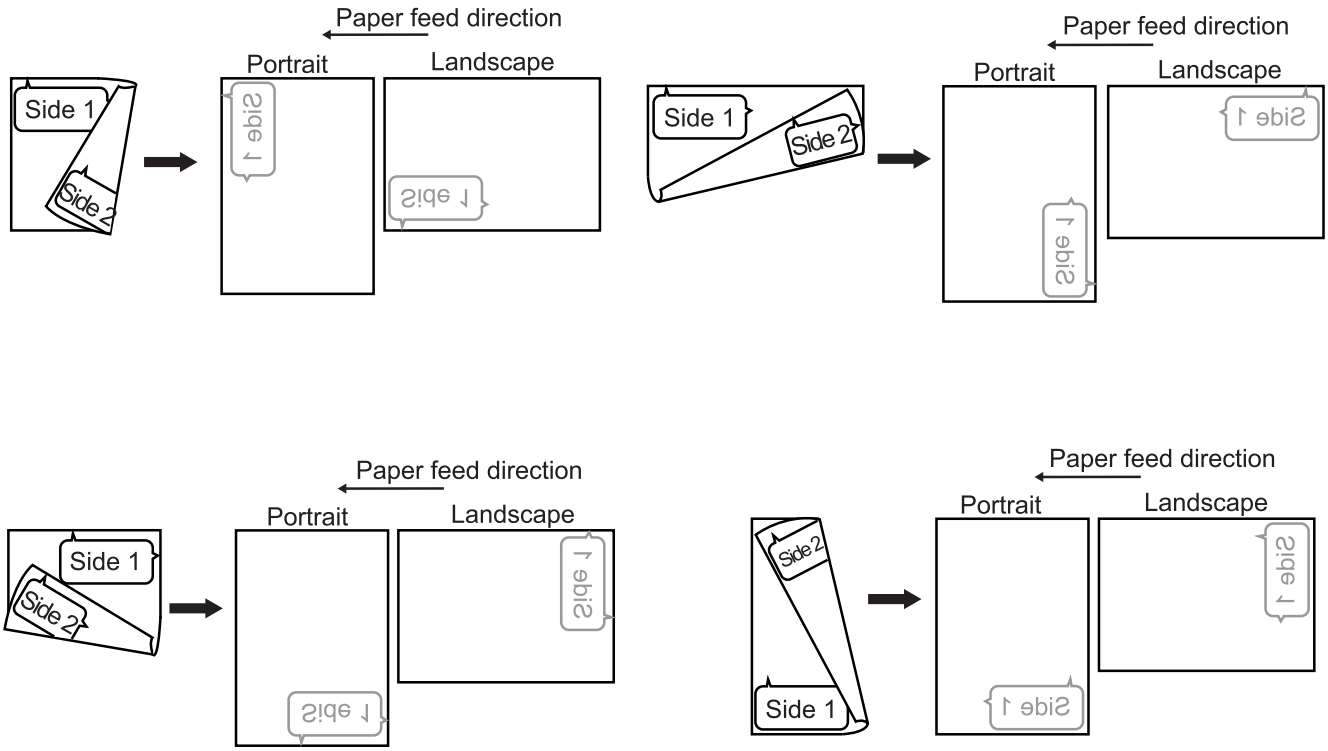
Printing on Side Two of Printed Sheets

After the following media are printed once on one side, you can run them through the printer again to print on the reverse side. This is possible only if the first side was printed by DocuPrint C621.

- Plain paper
- Heavy weight paper
- Postcards
- Coated paper
- Special glossy paper

LOOK *If the side 1 was printed by another printer, it may cause DocuPrint C621 to breakdown. Do not use paper not pre-printed by DocuPrint C621.*

To print on side 2 of a printed paper, feed the paper from the manual tray. Place the paper according to the document orientation and binding direction.



To print on the reverse side of the paper, simply send a print command from the printer driver and make sure you have specified the following items.

Printer Driver Settings (when printing on side 2 of a printed paper)

- Windows 95, Windows 98, Windows NT

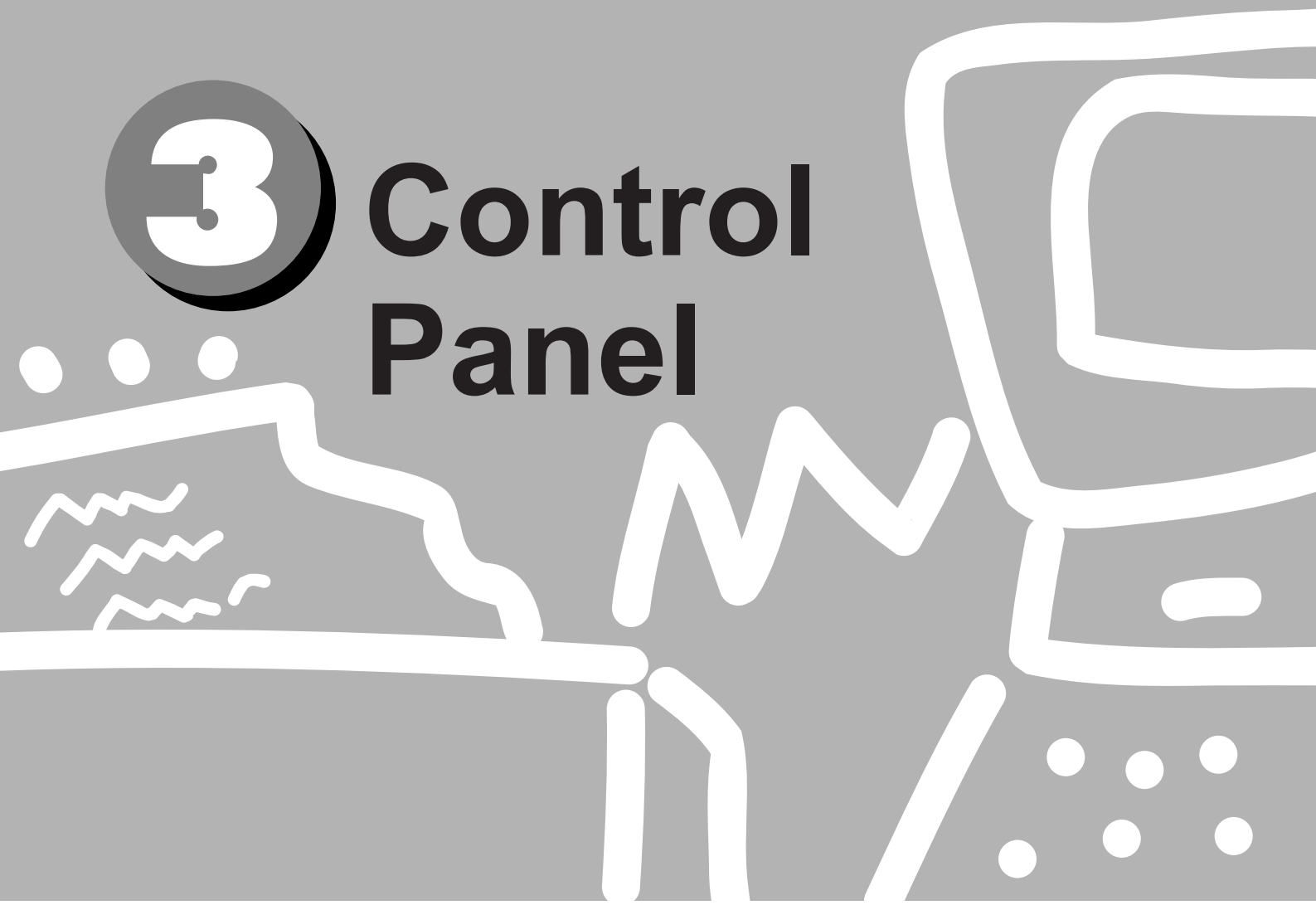
Tab	Item	Value
Paper/Output	Paper Tray	"Manual Tray"
	Paper Type	"xxx (Side 2)" (xxx refers to the type of paper)

- Macintosh

Dialog Box	Item	Value
Paper Settings	Paper Type	"xxx (Side 2)" (xxx refers to the type of paper)
Printer Settings	Paper Tray	"Manual Tray"

Note *For special paper, you must also specify other items that are related to the paper used. Refer to the previous sections and Online Help when you are performing all these settings.*
To use Online Help, refer to "1.4 Using Online Help".

Break Page



3 Control Panel

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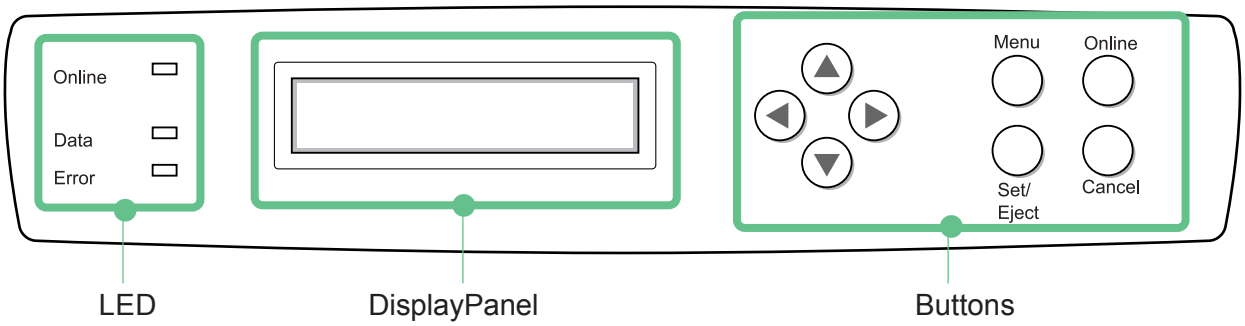
3.3 List of Items on the Menu Screen 66

Control Panel Components and Functions

The control panel consists of LED, a display panel, and buttons. This section gives an introduction of the components on the printer control panel and how they function.



3.1.1 LED

The LED signals (on/blinking/off) illustrate the status of the printer.

Name	Descriptions
Online LED	This LED is green in colour. It indicates the data processing status. **On** Ready to receive print jobs **Off** Unable to print
Data LED	**On** This LED is green in colour. It indicates the printing status. This indicates that the printer is not receiving data during a print operation. This LED will also be lit when the printer is ejecting or cancelling data. **Blinking** This indicates that the printer is receiving data during a print operation. **Off** This indicates that the printer is not running any print operation.
Error LED	**On** This LED is red in colour. It indicates that an error has occurred. This indicates an error that can be rectified by the user, for example, a paper jam, has occurred. **Blinking** This indicates an error that cannot be rectified by the user has occurred. **Off** This indicates that the printer is operating normally.

3.1.2 Display

There are two major screens. One is the Print screen that displays the printer status and the other is the Menu screen for printer-related settings.

Note *The contents displayed will differ depending on the optional products installed on the printer and the settings at that moment.*

Print Screen

The Print screen appears on the display panel when the printer is printing or is waiting for data.

Name	Descriptions
Printer status	This shows the printer status. Example: "Please wait", "Printing", "Ready to Print"
Mode	This shows the print mode. Example: "XPL2"
Input Port	This shows the port used to receive data. Example: "Parallel", "lpd", "NetWare", "AppleTalk", "SMB"
Tray	This shows the paper tray. Example: "Tray 1", "Tray 2", "Tray 3", "Manual Tray"

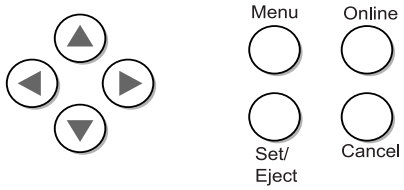
Menu Screen

This screen shows settings related to the printer.
To get to this screen, press the **Online** button when the display panel is showing the Print screen. Then, when the printer goes offline, press the **Menu** button. The first Menu screen that you will see is the following screen.

See *"3.2 Basic Operations of the Menu Screen" on how to use the Menu screen.*

3.1.3 Buttons

The following eight buttons can be found on the control panel.
Each of these buttons has the following functions on the Print screen and on the Menu screen.



Menu	Print Screen	Menu Screen
▼ ▲ buttons	-	Display the menu and the options in sequence.
◀ ▶ buttons	-	Move the cursor (_) left and right to select the value that you want.
Menu button	Press this button when the printer is offline to enter the Menu screen.	-
Online button	Press this button to switch between online and offline.	Press this button to end the Menu screen and to switch to online mode.
Set/Eject button	Press this button to eject the data still remaining in the printer. Refer to "1.6 Forced Output of Data Still in the Printer" on how to perform the operation.	Use this button to select the displayed menu or options. When a menu is displayed, use this button to move to the next level until the option that you want appears. Press the button again to confirm the setting.
Cancel button	Press this button when the printer is offline, this will cancel a job in process. Refer to "1.5 Cancelling a Print Job" on how to perform this operation.	Use this button to move the displayed menu one level up.

Basic Operations of the Menu Screen

Settings related to the printer such as power saver mode, job timeout settings, network settings can be done on the Menu screen.

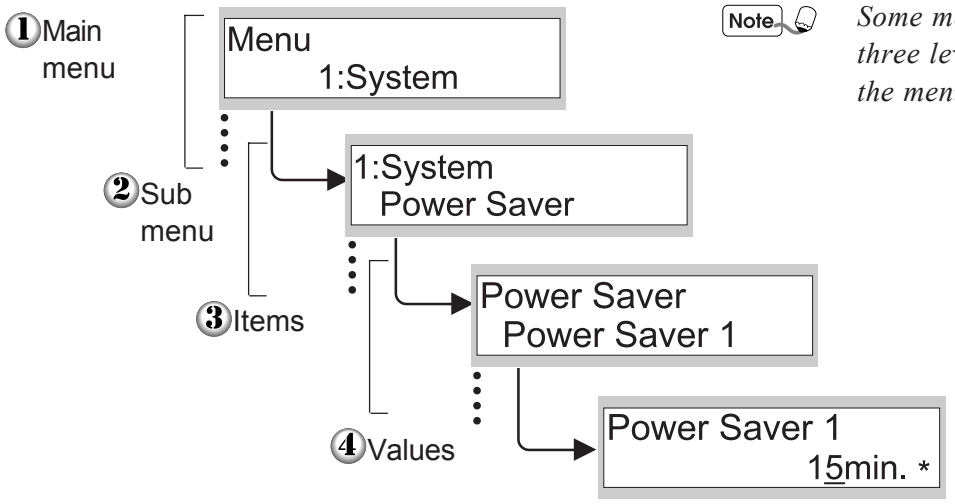
3.2.1 Menu Screen

The menus and settings that can be performed with the control panel are listed below.

See *For details on each menu, refer to "3.3 List of Items on the Menu Screen".*

Menu	Description
1. System	Enables you to specify settings related to the basic operations of the printer such as the power saver mode and job log.
2. Maintenance	Enables you to adjust the copy voltage according to the type of paper used, and to initialise the NV memory of the printer.
3. Parallel	Enables you to specify settings related to the parallel interface.
4. Report/List	Enables you to print a copy of the Printer Settings List, XPL2 Font List, Panel Settings List and Job Log report.
5. Network	Enables you to specify the network settings.

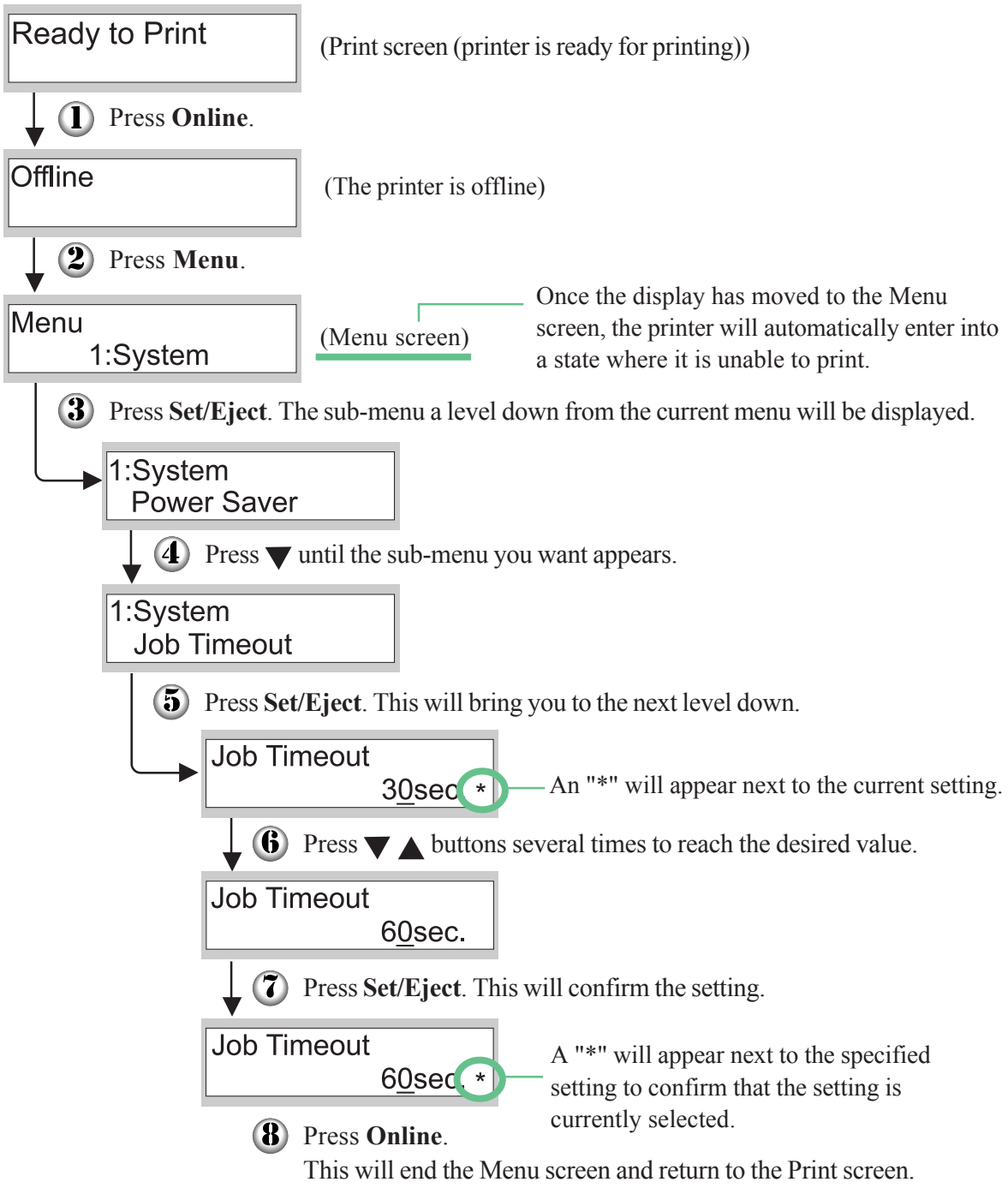
The menu consists of several levels. By selecting the targeted menus and options, you have configured the printer settings.



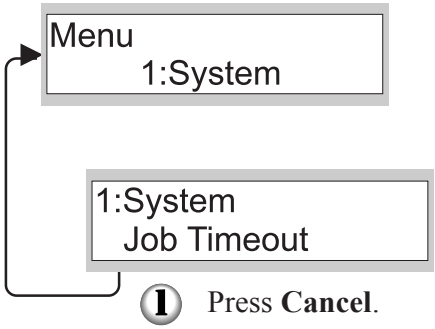
Note *Some menus may be found three levels (no options) down the menu tree.*

3.2.2 Basic Menu Operations

The following illustrates how to use the control panel. The example used below will show you how to configure the job timeout settings.


Ready to Print
(Print screen (printer is ready for printing))
1 Press Online.
Offline
(The printer is offline)
2 Press Menu.
Menu
1:System
(Menu screen)
Once the display has moved to the Menu screen, the printer will automatically enter into a state where it is unable to print.
3 Press Set/Eject. The sub-menu a level down from the current menu will be displayed.
1:System
Power Saver
4 Press ▼ until the sub-menu you want appears.
1:System
Job Timeout
5 Press Set/Eject. This will bring you to the next level down.
Job Timeout
30sec *
An "*" will appear next to the current setting.
6 Press ▼ ▲ buttons several times to reach the desired value.
Job Timeout
60sec.
7 Press Set/Eject. This will confirm the setting.
Job Timeout
60sec *
A "*" will appear next to the specified setting to confirm that the setting is currently selected.
8 Press Online.
This will end the Menu screen and return to the Print screen.

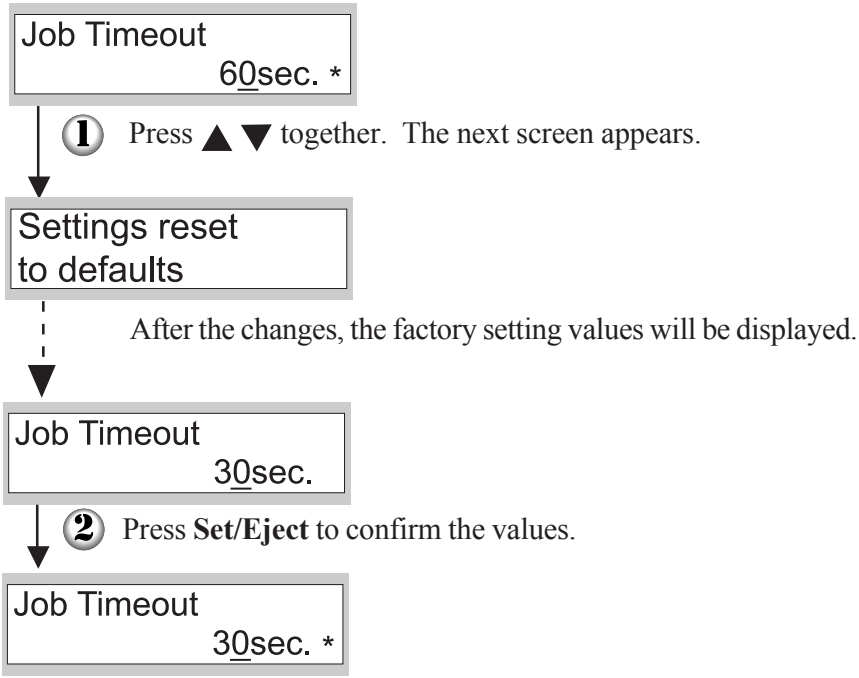
To Return to a Level Up

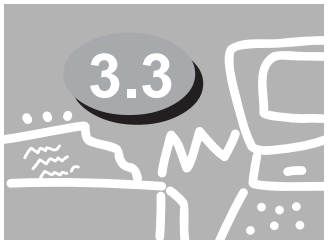


1 Press **Cancel**.

LOOK ☞ *The **Cancel** button is used to return the menu only one level up. If you press this button after the **Set/Eject** button is pressed to confirm a setting ("*" appears next to the option), the setting cannot be reversed.*

To Return to the Initial Values (Factory Settings)





List of Items on the Menu Screen

This section describes the settings and values available on the individual main menus.

LOOK *Some items on the Menu screen can also be specified on the computer when you are sending a print command from an application. When the settings you specified on the computer differs from that set in the Menu screen, the settings performed through the computer will take precedence.*

Note *The initial values refer to the values of the factory settings.*

3.3.1 System

This section describes how to configure settings related to the printer itself, such as the power saver mode and job log settings.

Power Saver

The power saver mode conserves energy when the printer is not in used. The power saver mode settings consist of Power Save Mode 1 and Power Save Mode 2.
When the power saver mode is engaged, the "Ready/Standby" message is displayed on the display panel. Also, the printer will take a longer time than usual to start printing after it has received data.
You can set the duration that the printer will wait before it enters into the power saver mode.

Note *The power saver mode is disengaged when the following situation occurs:*

- *When the printer is receiving print data.*
- *When the printer is printing reports or lists through **4 Report/List** menu.*

- Power Save Mode 1 (Default: 15 minutes)
  Specify a value from 1 to 120 minutes. When the printer is left idling for a pre-determined period of time after a print job ended, it will enter into Power Save Mode 1. If the power saver mode is set to "Off", Power Save Mode 1 will not be engaged.
- Power Save Mode 2 (Default: 30 minutes)
  Specify a value from 1 to 120 minutes. When the printer is left idling for a pre-determined period of time after a print job ended, it will enter into Power Save Mode 2. If the power saver mode is set to "Off", Power Save Mode 2 will not be engaged.

Error Alarm

Specify whether error alarm will be sounded when an error occurred.

- Off
  Do not sound the error alarm even if an error has occurred.
- On (Default)
  Sound error alarm when an error has occurred.

Note *The volume cannot be adjusted.*

Job Timeout

When a job timeout occurred, the printer will print only the data received up to that point of time.

- You can specify any value from 5 to 300 seconds, in increments of 1 second, for job timeout settings.
- Off
  Job timeout will not be engaged.

Panel Language

You can indicate the display language here. The options are as follows:

- English (Default)
- Japanese

Job Log Setting

You can set whether you want the printer to store the past print log and automatically print the job log or not.

Note *You can also print the Job Log report using **4 Reports/Lists** on the Menu screen.*

- Auto Log Print (Default: No)
  If **Yes** is selected, the printer will automatically generate a Job Log report when the number of print jobs processed has reached 50.
  If **No** is selected, no Job Log report will be generated automatically even when the number of print jobs processed has reached 50.

- Store Job Log (Default: No)
  The printer will start storing information regarding each print job starting from the time when **Yes** is selected. However, when the record of print jobs reached 50, the earliest print job information will be deleted.
  When **No** is selected, information regarding the print jobs will not be stored.

  Note *If there is a set of past printing job log stored in the printer, when you change the setting to **No**, this set of printing history will remain and you can print them using the Print Job Log command. However, if you change the setting from **No** to **Yes**, this set of records will be cleared.*

3.3.2 Maintenance Mode

This menu enables you to initialise the NV memory in the printer and adjust the copy voltage according to the type of paper used.

Init NVM (NV Memory Initialisation)

NV memory refers to non-volatile memory that stores printer settings even when the power is cut off.

- Yes
  Initialises the NV memory. When the NV memory is initialised, all menu settings on the control panel will be reset to their initial values.

  LOOK *In order for the selected settings to take effect, you must restart the printer. After the setting, you have to switch off the printer and then switch it on again.*

- No
  Return to the menu without initialising the NV memory.

Adjust Voltage

Adjust the copy voltage for each of the following settings. The ten levels are: -2, -1, 0, 1, 2, 3, 4, 5, 6 and 7.

- Plain paper (Default: 0)
- Transparency (Default: 0)
- Heavy weight (Default: 0)
- Label (Default: 0)
- Coated paper (Default: 0)
- Envelope (Default: 0)
- Postcard (Default: 0)

3.3.3 Parallel

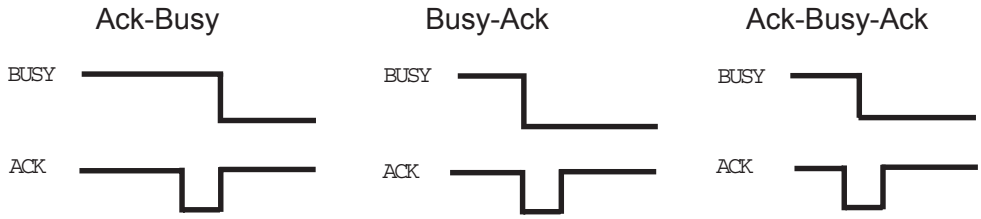
Specify the settings for parallel interface.

LOOK *You cannot change the settings on this menu if you entered the Menu screen when the printer is printing.*

Busy-Ack

Specify the output timing for both the BUSY and the ACK signals of the parallel interface.
The BUSY signal indicates to the computer that the printer cannot receive data.
The ACK signal indicates to the computer that the printer is ready to receive data or it has received data correctly.

- Ack-Busy (Default)
  After ACK signal is received, the BUSY signal changes.
- Ack-Busy-Ack
  BUSY signal changes first and then ACK signal is output.
- Busy-Ack
  BUSY signal changes when ACK signal is being output.



LOOK *In order for the selected settings to take effect, you must restart the printer. After the setting, you have to switch off the printer and then switch it on again.*

ECP

This is the communications mode for the parallel interface. The following settings are available:

- Enabled (Default)
  Receive print data using ECP.
- Disabled
  Do not receive print data with ECP.

3.3.4 Report/List

This menu allows you to print various kinds of reports and lists.

LOOK *You cannot change the settings on this menu if you entered the Menu screen when the printer is printing.*

Note *The lists and reports will be printed on A4-size paper in portrait orientation. When there are no A4-size paper in portrait orientation loaded in any of the paper trays, a message that says "Load A4 Portrait Paper" will appear on the display panel. Once the A4-size paper is loaded and in portrait orientation, printing starts.*

Printer Settings List

Shows information regarding printer hardware components and the other settings.

See *"1.8 Printing the Printer Settings List" for examples.*

Panel Settings List

Shows the contents of the settings for the individual control panel menu.

XPL2 Font List

Shows the information of the fonts that can be printed in XPL2 data.

Job Log Print

Shows information related to the print jobs processed (a maximum of 50 print jobs). You can check if a particular print job has been printed successfully or not.

See *"1.9 Printing the Job Log Report" for examples.*

3.3.5 Network

This menu allows you to specify network-related settings.

LOOK ☞
- *You cannot change the settings on this menu if you entered the Menu screen when the printer is printing.*
- *In order for the selected settings to take effect, you must restart the printer. After the setting, you have to switch off the printer and then switch it on again.*

Ethernet Settings

Specify the Ethernet communications speed and mode.

- Auto (Default)
  Switch automatically to 10Base/Half, 10Base/Full, 100Base/Half or 100Base/Full.
- 100Base/Full
- 100Base/Half
- 10Base/Full
- 10Base/Half

TCP/IP

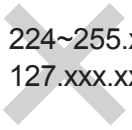
Specify the essential settings for using the TCP/IP protocol. The following items are available in this menu.

- IP Address Setup
  Specify the methods to obtain IP address. The possible values are as follows:
  "DHCP" (Default)
  Obtains the IP address from the DHCP server on the network.

  "Panel"
  Specify the IP address on the control panel.

- IPAddress
  Specify the IP address of the printer.

  "aaa.bbb.ccc.ddd"
  Specify a value from 0 to 255 for "aaa", "bbb", "ccc" and "ddd".
  The following settings are incorrect:

  LOOK ☞
  - *If "DHCP" is specified in IP Address Setup menu, the settings here will be invalid. To enable settings on the control panel to be valid, specify "Network" in "IP Address Setup".*
  - *The IP address is controlled by the whole network system. If a wrong IP address is set, the whole network might be affected. Confirm the IP address assigned to you with the network administrator.*

- Subnet Mask
  Specify the subnet mask settings.

  "aaa.bbb.ccc.ddd"
  Specify the value 0, 128, 192, 224, 240, 252, 254 or 255 for "aaa", "bbb", "ccc" and "ddd".

- Gateway Address
  Specify the gateway address.

  "aaa.bbb.ccc.ddd"
  Specify a value from 0 to 255 for "aaa", "bbb", "ccc" and "ddd".
  The following settings are incorrect:

IIP Frame Type

Specify the frame type when the printer is used in IPX/SPX (NetWare) environment.

- Auto (Default)
  Specify the frame type automatically.
- Ethernet-II
  Use the frame type for Ethernet-II specification.

- SNAP
  Use the frame type for IEEE802.3/802.2/SNAP specification.
- 802.2
  Use the frame type for IEEE802.3/802.2 specification.
- 802.3
  Use the frame type for IEEE802.3 specification.

Protocol

For the following items, set as **Enabled** or **Disabled** to use or not use the protocol.

- lpd (Default: Enabled)
  To use lpd (lpr) in TCP/IP environment to print, select **Enabled**. Otherwise, set as **Disabled**.
- NetWare (Default: Enabled)
  To print in NetWare environment, select **Enabled**. Otherwise, set as **Disabled**.
- EtherTalk (Default: Enabled)
  To print in AppleTalk (EtherTalk) environment, select **Enabled**. Otherwise, set as **Disabled**.
- SMB TCP/IP (Default: Enabled)
  To print in SMB (Windows Network) environment that uses TCP/IP as the transport protocol, select **Enabled**. Otherwise, set as **Disabled**.
  To print in SMB (Windows Network) environment that uses NetBEUI as the transport protocol, select **Enabled**. Otherwise, set as **Disabled**.
- SNMP UDP/IP (Default: Enabled)
  If you are using SNMP agent features in TCP/IP environment, select **Enabled**. Otherwise, set as **Disabled**.
- SNMP IPX (Default: Enabled)
  If you are using SNMP agent features in NetWare environment, select **Enabled**. Otherwise, set as **Disabled**.
- Internet Services (Default: Enabled)
  If you are using CentreWare Internet Services, select **Enabled**. Otherwise, set as Disabled.

Init NVM (NV Memory Initialisation)

Initialises the NV memory on the network card.
The NV memory refers to non-volatile memory that retains the content of the settings even when the power is down.

- Yes
  Initialise the NV memory. Once the NV memory is initialised, the settings in 5 Network menu will be set to their initial values.

  LOOK ☞ *In order for the selected settings to take effect, you must restart the printer. After the setting, you have to switch off the printer and then switch it on again.*

- No
  Return to the menu without initialising the NV memory.

4 Troubleshooting

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Types of Problems

If a problem occurs with the printer, and you are not sure of the cause, check the following categories. Find out the appropriate problem category and resolve the problem by referring to the solution described there. You may also solve some of the problems by yourself.

Problem List

Power Problems

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- Frequent power failures 78

Printing Problems

LED is Lit, Blinking or Off

- Error LED is lit 79
- Error LED is blinking 79
- Error LED is blinking 79
- Online LED is off 79
- Data LED is not blinking after print command is sent 79
- No output although the Data LED is lit or blinking 81

Unable to Print from Windows

- Unable to print 82
- Unable to print when TCP/IP protocol is used 83
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- Unable to print in SMB environment 83
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- When an error message is displayed on the computer 84

Unable to Print from Macintosh

- The printer selected in the Chooser window is not displayed 85
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Print Quality Problem

Blank or black copies are output

- A blank page is printed 86
- A completely black page is printed 86

Faded, Dirty, Uneven, Shadowed or Wrinkled Output

- The printed image is faded 87
- Black dots or stains are printed 87
- Black lines are printed 88
- Recurring stains are found 88
- Hair-line marks appeared in or around black half-tone printing 88
- Shadows appeared around areas of solid black printing 88
- White dots appeared in areas of solid black printing 89
- Some parts are not printed 89
- Vertical blanks are printed 89
- Wrinkled paper 89
- Printing is smudged 90
- Printing is slanted 90

Output is Not Clear

- Transparency failed to print clearly 91
- Postcard failed to print clearly 91
- Envelope failed to print clearly 92
- Failed to print clearly 92

Paper Transport Problems

- Paper is not fed/Paper jam/Several sheets are fed at the same time/Paper slants when fed 93

Others

Network-Related Problems

- IP address changes each time the printer is switched on 95
- Unable to connect to CentreWare Internet Services 95
- Unable to run CentreWare Internet Services . 96

Other Problems

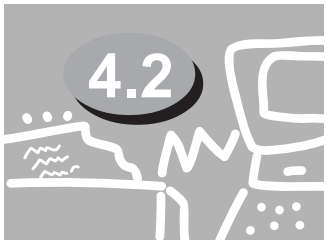
- Unable to print in colour 97
- Unable to print from the specified tray 97
- Printing is slow 97
- Unusual sounds 97

If you cannot find anything that matches the description of the trouble you are facing, or if you cannot solve the problem after you have followed the solution described in this manual....

If the symptom you are looking for is not included in one of the above categories, or if the problem cannot be solved using the procedure described here, switch off the printer, unplug the power cord from the AC outlet, and contact your Xerox Customer Support Centre.

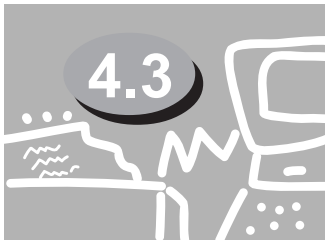
⚠ WARNING **Do not try to alter the machine configuration, or modify any parts. An unauthorized modification can cause smoke or fire.**

⚠ CAUTION **Be sure to switch off an unplug the machine before accessing the interior of the machine for maintenance, or fault clearance. Access to a live machine's interior can cause electric shocks.**



Power Problems

Description	Possible Cause	Solution
No power	Is the printer switched off?	Check the power switch. See ••• *"1.2.1 Swtiching on"*
	Is the power cord loose or unplugged?	Switch off the power, and plug the power cord firmly. Then, switch on the power again.
	Is the power cord connected to a properly rated AC outlet (220 to 240 V, 10 A)?	Check that the AC outlet is properly rated (220 to 240 V, 10 A). Do not connect to the socket behind the computer.
Frequent power failures	The printer may be faulty.	Switch off the power of the machine, unplug the power plug and contact your Xerox Customer Support Centre.
	Is the power cord loose or unplugged?	Switch off the power, and plug the power cord firmly. Then, switch on the power again.



Printing Problems

4.3.1 LED is Lit, Blinking or Off

Description	Possible Cause	Solution
Error LED is on	Is an error message shown on the printer control panel display?	Refer to the error message and resolve accordingly. See ••• *"4.7 When an Error Message Appears"*
Error LED is blinking	An error that the user is unable to resolve has occurred.	Write down the displayed error message or error code. Switch off the power of the machine, unplug the power plug and contact your Xerox Customer Support Centre.
Online LED is off	Is the printer in the offline mode?	Press the **Online** button on the printer control panel to switch to the online mode. See ••• *"3.1.3 Buttons"*
Data LED is not blinking or lit after print command is sent	Is the parallel or Ethernet cable loose or unplugged?	Switch off the power of the machine, unplug the parallel and Ethernet cables, and re-connect them again properly. See ••• *Chapter 2 Connecting the Interface Cables in the Setup Guide*

Description	Possible Cause	Solution
(From previous page) Data LED is not blinking or lit after print command is sent	Does the parallel or Ethernet cable match the specifications of the computer or machine?	DocuPrint C621 comes with the recommended parallel cable for the computer. Use this cable. Also, this machine supports the 10BASE-T and 100BASE-TX Ethernet intefaces. Use a twisted pair cable that matches the network requirements. You will also need a category 5 cable for the 100BASE-TX interface. See ••• *"Appendix A Optional Products and Consumables" and Chapter 2 Connecting the Interface Cables in the Setup Guide*
	Is the environment of the computer correctly configured?	Check the following settings of your computer and correct them if necessary: • Is the printer driver of this machine for the current computer OS correctly installed? • Is the destination port for printing set correctly in the printer driver? See ••• *Chapter 2 Connecting the Interface Cables in the Setup Guide*
	Is the correct IP address set for the printer? (When TCP/IP is used)	Check with you network administrator and specify the correct IP address. Confirm your currently set IP address with that shown on the Printer Settings List. See ••• *"1.8 Printing the Printer Settings List" and 3.2 Setting the IP Address (When Using TCP/IP protocol) in the Setup Guide*

Description	Possible Cause	Solution
(From previous page) Data LED is not blinking or lit after print command is sent	Is the network environment of the printer configured correctly? (When the network is used)	Print the Printer Settings List and check if the network environment has been configured correctly. See *"1.8 Printing the Printer Settings List" and Chapter 3 Network Settings (Quick Setup) in the Setup Guide*
	A network error may have occurred. (When the network is used)	Check that the power of the machine has been switched on. Send a print command from the computer again. If the same symptom persists, consult your network administrator.
	The printer is switched off	Press the "|" side of the power switch to switch on the printer.. See *"1.2.1 Switching on"*
No output although the Data LED is lit or blinking	Data may still remain inside the printer.	Select to abort the print job or forcibly output the remaining data. See *"1.5.2 Cancelling a Print Job on the Control Panel" and "1.6 Forced Output of Data Still in the Printer"*

4.3.2 Unable to Print from Windows

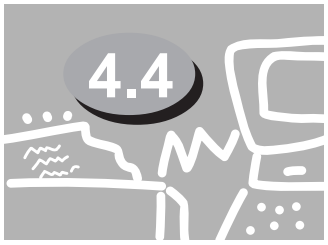
Description	Possible Cause	Solution
Unable to print	Is the status of the printer on the Printer window shown as "Pause Printing"?	The machine may be in the Pause Printing state if printing is stopped or aborted due to error. Perform the following to release the machine from the Pause Printing state: ① Click **Start** and select **Settings**. Then select **Printers**. ② Double-click on the printer icon of this machine. ③ Click on the File menu of the Printer window. ④ If the Pause Printing option is checked, click on it.
	Is the power of the machine switched off?	Press the "|" side of the power switch to switch on the printer. See ••• *"1.2.1 Switching on"*
	Is the parallel or Ethernet cable loose or unplugged?	Switch off the power of the machine, unplug the parallel and Ethernet cables, and re-connect them properly. See ••• *Chapter 2 Connecting the Interface Cables in the Setup Guide*

Description	Possible Cause	Solution
Unable to print when the TCP/IP protocol is used	Is the IP address set correctly?	The IP address may be changed. Check with your network administrator and specify the correct IP address. Check the currently specified IP address with that shown on the Printer Settings List. See ••• *"1.8 Printing the Printer Settings List" and 3.2 Setting IP address (When Using TCP/IP protocol) in the Setup Guide*
Unable to print when the TCP/IP Direct Print Utility is used	Double-click the printer icon and check the Details tab on the printer properties window. Is the spool setting option, **Spool print jobs so program finishes faster** selected? (When Windows 95 is used.)	Click **Spool Settings** on the Details tab and select **Spool print jobs so program finishes faster** from the displayed dialog box.
	Is "Printer Error" shown on the status display of the Printer window?	Refer to the Network Print Environment User Guide if printing cannot be done via the TCP/IP Direct Print Utility. See ••• *7.1 For TCP/IP Environment in the Network Print Environment User Guide*
Unable to print in the SMB environment	Is "No file storage area in server" shown on the computer?	This message may be displayed if the print requests are received from more than one computer, or pritning is being done from another protocol. Before you send a print job, check the Printer window to make sure that no data is being processed, then send your data for printing.

Description	Possible Cause	Solution
(From previous page) Unable to print in the SMB environment	Is "Write Error" shown on the computer?	The message may be displayed if the number of computers that can be connected to the Windows network simultaneously has exceeded the limit. Before you send a print job, check the Printer window to make sure that no data is being processed, then send your data for printing.
Unable to print in the NetWare environment	Are the network configurations such as the hub suitable for auto setting of frame types?	Check if the data link LED of the port for network configured devices is lit. If the LED is off, use the printer control panel to set the value of the frame type to be the same as those of the NetWare File Server. See ••• *"3.3 List of Items on the Menu Screen"*
	Is the NetWare File Server or print server (when using the remote printer mode) started up?	Start up the NetWare File Server and the print server (if the remote printer mode is used).
	Is the NetWare environment correctly configured on the NetWare File Server?	Use the Network Utility to check if the network environment of the machine has been configured correctly. See ••• *4.3 Configuring Xerox Network Utility and 7.3 For NetWare Environment in the Network Print Environment User Guide*
An error message is shown on the computer	A printer error may have occurred.	Refer to the error message and resolve accordingly.

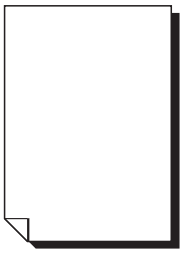
4.3.3 Unable to Print from Macintosh

Description	Possible Cause	Solution
The printer selected in the Chooser window is not displayed	Is the printer switched off?	Press the "|" side of the power switch to switch on the printer. See ••• *"1.2.1 Switching On"*
	Is the Ethernet cable loose or unplugged?	Switch off the power of the machine, unplug the Ethernet cable, and re-connect it properly. See ••• *Chapter 2 Connecting the Interface Cables in the Setup Guide*
	Is QuickDraw GX used?	QuickDraw GX is not supported on DocuPrint C621. Do not use QuickDraw GX.
	Are the zone name and/or printer name set correctly?	Zone name and/or printer name may be changed. Consult your network administrator and make sure that it is set correctly. You can check the current settings on the Printer Settings List. See ••• *"1.8 Printing the Printer Settings List"*
An error message is shown on the computer	Is the Mac OS version MacOS 7.6.1 or later? Is the OpenTransport version is 1-1.1.2 or later?	Make sure you are printing from a computer that has the correct version installed.
	A printer error may have occurred.	Refer to the error message and resolve accordingly.



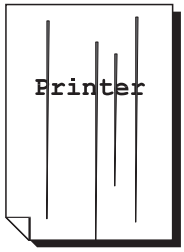
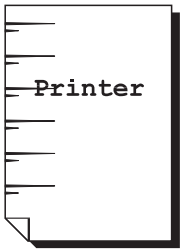
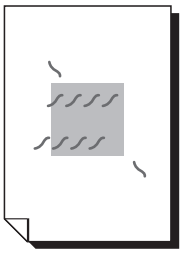
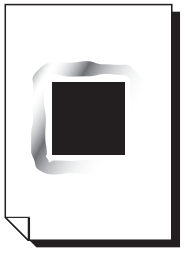
Print Quality Problems

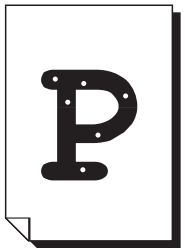
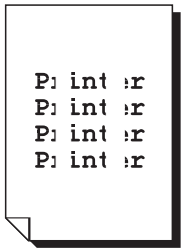
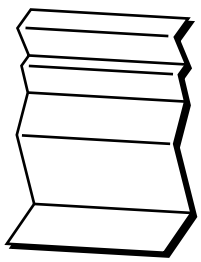
4.4.1 Blank or Black Copies are Output

Description	Possible Cause	Solution
A blank page is printed 	Are two or more sheets fed at the same time?	Remove the paper stack and fan it. Then, re-load in the paper tray.
	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ... *"6.2.2 Replacing the Drum Cartridge"*
	Is the toner cartridge installed properly?	Install it properly. See ... *"6.1.2 Replacing Toner Cartridges"*
	A high voltage fault may have occurred.	Contact your Xerox Customer Support Centre.
A completely black page is printed	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ... *"6.2.2 Replacing Drum Cartridges"*
	A high voltage fault may have occurred.	Contact your Xerox Customer Support Centre.

4.4.2 Faded, Dirty, Uneven, Shadowed or Wrinkled Output

Description	Possible Cause	Solution
The printed image is faded	Did you use the recommended paper type?	Replace with paper of the recommended size and type. See ••• "2.1 Paper Handling"
	Is the paper damp?	Replace with new paper stock. See ••• "2.2 Loading Paper"
	Is the drum cartridge scratched or damaged?	Replace the drum cartridge. See ••• "6.2.2 Replacing the Drum Cartridge"
	Is it time to replace the toner cartridges?	Replace the toner cartridges. See ••• "6.1.2 Replacing the Toner Cartridges"
	Is the **EconoMode** selected on the printer driver?	Check under the Graphics tab on the printer driver (for Windows) or the General Settings dialog box (for Macintosh), and change the settings. See ••• Online Help.
Black dots or stains are printed	Did you use the recommended paper type? Was pre-printed paper or inkjet paper used?	Load only recommended paper type. See ••• "2.1 Paper Handling"
	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ••• "6.2.2 Replacing the Drum Cartridge"

Description	Possible Cause	Solution
Black lines are printed 	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Recurring stains are found 	There may be dirt in the paper path.	Print several sheets to remove the dirt.
	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Hair-line marks appeared in or around black half-tone printing 	Did you use paper unpacked and left unused for a long period of time (especially when the humidity is low)?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*
Shadows appeared around areas of solid black printing 	Did you use paper unpacked and left unused for a long period of time (especially when the humidity is low)?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*

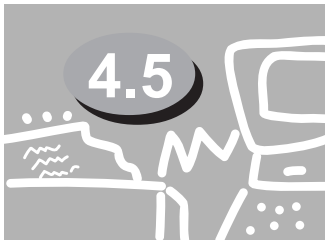
Description	Possible Cause	Solution
White dots appeared in areas of solid black printing 	Did you use the recommended paper type? Was folded or wrinkled paper used?	Replace with paper of the recommended size and type. See ••• *"2.1 Paper Handling"*
	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Some parts are not printed	Is the paper damp?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*
	Did you use the recommended paper type?	Replace with paper of the recommended size and type. See ••• *"2.1 Paper Handling"*
Vertical blanks are printed 	Is the drum cartridge installed properly?	Install it properly. See ••• *"6.2.2 Replacing the Drum Cartridge"*
	Is the drum cartridge scratched or damaged?	Replace with a new drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Wrinkled paper 	Is the paper damp?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*
	Did you use the recommended paper type? Is the paper warp?	Replace with paper of the recommended size and type. See ••• *"2.1 Paper Handling"*
	Is the paper tray open?	Push the paper tray firmly into the printer.

Description	Possible Cause	Solution
(From previous page) Wrinkled paper	Are there scraps of paper or other objects in the printer?	Switch off the power and remove these objects from the printer. If you have difficulties removing these objects from the printer without disassembling it, contact your Xerox Customer Support Centre.
	Is the D spacer removed from the printer?	Remove the D spacer. See ••• *1.1 Removing the Packing Tape and Spacers in the Setup Guide*
Printing is smudged 	Is the paper damp?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*
	Did you use the recommended paper type?	Replace with paper of the recommended size and type. See ••• *"2.1 Paper Handling"*
Printing is slanted 	Are the guide clips of the paper tray in the correct positions?	Adjust the vertical and horizontal guide clips fo the paper tray to their correct positions. See ••• *"2.2 Loading Paper"*
	Is the paper guide of the manual tray aligned at the scale of the paper to be used?	Adjust the paper guide in the manual tray to the correct position. See ••• *"2.2.2 Loading Paper on the Manual Tray"*
	Is the A3 oversize guide lifted when loading paper other than A3 oversize on the manual tray?	Lift the A3 oversize guide when loading paper other than A3 oversize. See ••• *"2.2.2 Loading Paper on the Manual Tray"*

4.4.3 Output is Not Clear

Description	Possible Cause	Solution
Transparency failed to print clearly	Is the recommended transparency used?	The following type of transparency can be used with DocuPrint C621: • Transparency (XEROX FILM (no border), product code: V516) Do not use transparencies for full-colour jobs.
	Is the transparency loaded properly on the manual tray?	Load the transparency properly on the manual tray. See ••• *"2.4.1 Printing on Transparencies"*
	Is **Transparency** selected as the paper type on the printer driver?	Check under the Paper/Output tab on the printer driver (for Windows) or the Paper Settings dialog box (for Macintosh), and make sure that **Transparency** is selected. See ••• *"2.4.1 Printing on Transparencies"*
Postcard failed to print clearly	Is the recommended postcard used?	Replace with postcard of the recommended size and type. See ••• *"2.1 Paper Handling"*
	Is the A3 oversize guide lifted when loading postcard on the manual tray?	Lift the A3 oversize guide when loading postcards. See ••• *"2.4.2 Printing on Postcards"*
	Is **Postcard** selected as the paper type on the printer driver?	Check under the Paper/Output tab on the printer driver (for Windows) or the Paper Settings dialog box (for Macintosh), and make sure that **Postcard** is selected. See ••• *"2.4.2 Printing on Postcards"*

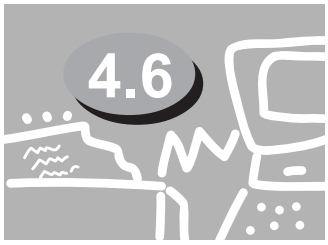
Description	Possible Cause	Solution
Envelope failed to print clearly	Is the recommended envelope used?	The types of envelope that can be used with DocuPrint C621 are Types 2, 3, 4 and 0. Replace envelope of the recommended size and type. See ••• *"2.1 Paper Handling"*
	Is the A3 oversize guide lifted when loading envelope on the manual tray?	Lift the A3 oversize guide when loading envelopes. See ••• *"2.4.3 Printing on Envelopes"*
	Is **Envelope** selected as the paper type on the printer driver?	Check under the Paper/Output tab on the printer driver (for Windows) or the Paper Settings dialog box (for Macintosh), and make sure that **Envelope** is selected. See ••• *"2.4.3 Printing on Envelopes"*
Failed to print clearly	Is **EconoMode** or a low resolution option selected on the printer driver?	Check under the Graphics tab on the printer driver (for Windows) or the General Settings dialog box (for Macintosh), and change the settings. See ••• *Online Help*



Paper Transport Problems

Description	Possible Cause	Solution
Paper is not fed Paper jam Several sheets are fed at the same time Paper slants when fed	Is the paper loaded properly? Is special paper loaded properly on the manual tray?	Load the paper stock properly. If you are loading special media such as transparencies, labels, or envelopes, fan them and make sure that there is some air buffer between the media. See ••• *"2.2 Loading Paper"*
	Is the paper damp?	Replace with new paper stock. See ••• *"2.2 Loading Paper"*
	Is the recommended paper type used?	Replace with paper of the recommended size and type. See ••• *"2.1 Paper Handling"*
	Have all packing materials and seals been removed? Is the E spacer removed from the printer ?	Switch off the power switch, and check the interior of the printer. See ••• *1.1 Removing the Spacers and Packing Tape in the Setup Guide*
	Is the paper tray open?	Push the paper tray firmly into the printer.
	Is paper jammed?	Clear the paper jam. The jam may be caused by tape or adhesive stuck to the rollers. Check the interior of the printer carefully, and remove all foreign objects. See ••• *"Chapter 5 Paper Jams"*
	Is the printer placed on a level platfrom?	Move the printer to a level platform. See ••• *"7.3.3 Environmental Requirements for Installing the Printer"*

Description	Possible Cause	Solution
(From previous page) Paper is not fed Paper jam Several sheets are fed at the same time Paper slants when fed	Is the paper tray specified correctly on the printer driver?	Check the paper tray setting on the printer driver. If the optional tray module is installed but the printer configuration has not been changed, trays 2 and 3 will not be able to supply paper to the printer. Change the setting. See ••• *Online Help*
	Are the guide clips of the paper tray in the correct positions?	Adjust the vertical and horizontal guide clips of the paper tray to their correct positions. See ••• *"2.2 Loading Paper"*
	Is the A3 oversize guide lifted when loading paper other than A3 oversize on the manual tray?	Lift the A3 oversize guide when loading paper other than A3 oversize. See ••• *"2.2.2 Loading Paper on the Manual Tray"*



Others

4.6.1 Network-related Problems

Description	Possible Cause	Solution
IP address changes each time the power of the machine is switched on	Is the IP address setting of the printer such that the address is obtained from the DHCP server?	Use the printer control panel to assisn a fixed IP address. Select the Panel option for IP Address Setup in 5 Network. Then enter the IP address. See ••• *"3.3 List of Items on the Menu Screen" and 3.2 Setting IP address (When Using TCP/IP Protocol) in the Setup Guide*
Unable to connect to CentreWare Internet Services	Is the printer switched off?	Press the "|" side of the power switch to switch on the printer. See ••• *"1.2.1 Switching on"*
	Is the Ethernet cable loose or unplugged?	Switch off the power of the machine and check the Ethernet cable connection and plug it in properly. See ••• *Chapter 2 Connecting the Interface Cables in the Setup Guide*
	Is the internet address entered correctly?	Check the internet address again. If you still cannot connect, use the IP address to connect to CentreWare Internet Services.

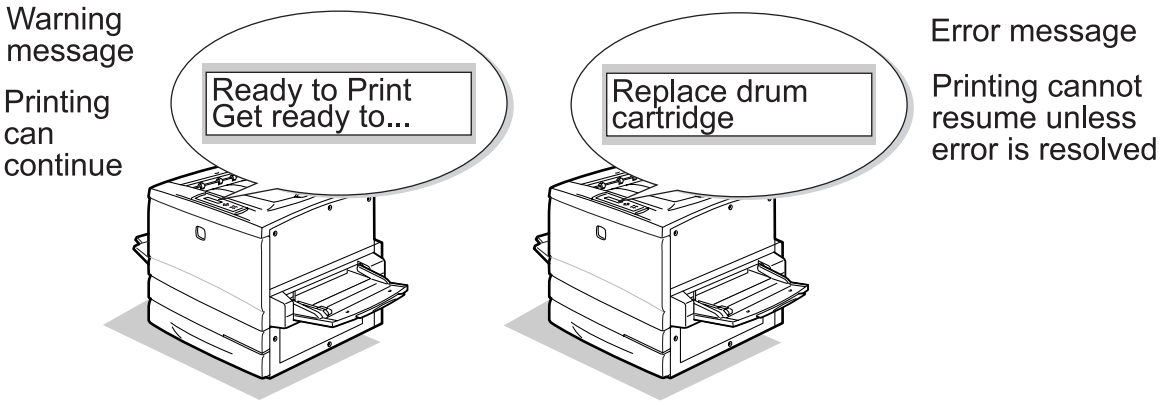
Description	Possible Cause	Solution
(From previous page) Unable to connect to CentreWare Internet Services	Is the IP address entered correctly?	The IP address may be changed. Check with your network administrator and specify the correct IP address. Check the currently specified IP address with that shown on the Printer Settings List. See *"1.8 Printing the Printer Settings List" and 3.2 Setting IP address (When Using TCP/IP Protocol) in the Setup Guide*
	Is a proxy server used?	Sometimes, connection through the proxy server may fail. Change your WWW browser setting so that no proxy server is used, or the address to be connected does not use the proxy server for the connection. See *6.3 Configuring WWW Browser in the Network Print Environment User Guide*
	Is the port number specified correctly?	The factory setting of the port number is 80. Specify the correct port number.
Unable to run CentreWare Internet Services	-	Refer to the Network Print Environment User Guide on how to resolve the problem if you are unable to run CentreWare Internet Services. See *7.5 For CentreWare Internet Services in the Network Print Environment User Guide*

4.6.2 Other Problems

Description	Possible Cause	Solution
Unable to print in colour	Is **Black/White** selected as the output colour on the printer driver?	Check under the Graphics tab on the printer driver (for Windows) or the General Settings dialog box (for Macintosh), and make sure that the correct setting is selected. See ••• *Online Help*
Unable to print from the specified tray	The settings specified in the application software may take precedence over the settings on the printer driver.	Make sure the application settings match the printer driver settings.
Printing is slow	Is **Color** selected as the output colour when printing black and white documents?	Check under the Graphics tab on the printer driver (for Windows) or the General Settings dialog box (for Macintosh), and make sure that the correct setting is selected. See ••• *Online Help*
	Is the timeout period for the printer to enter into power saver mode too short?	If the printer received a print job while it is in power saver mode, it takes some time for it to warm up and print. You can set a longer timeout to prevent the printer from entering into power save mode too quickly. See ••• *"3.3 List of Items on the Menu Screen"*
Unusual sounds	Is the printer placed on a level platfrom?	Move the printer to level platform. See ••• *"7.3.3 Environmental Requirements for Installing the Printer"*
	Is the paper tray open?	Push the paper tray firmly into the printer.
	Are there scraps of paper or other objects in the printer?	Switch off the power and remove these objects from the printer. If you have difficulties removing these objects from the printer without disassembling it, contact your Xerox Customer Support Centre.

When An Error Message Appears

This section explains the meaning of the error messages that appear on the display panel and the solutions for these messages.
There are two types of error messages, namely, warning messages to get your attention and printing can still be done, and error messages, where troubleshooting needs to be done to resolve an error.



When an error message appears, determine the cause and solution of the problem by using the following tables.

Note

- *If the length of the error message exceed the space on the display panel, the display panel will take three seconds to switch between the first part of the message and the second.*
- *The diagram in the table shows a printer installed with the 2-tray module and the duplex print module.*

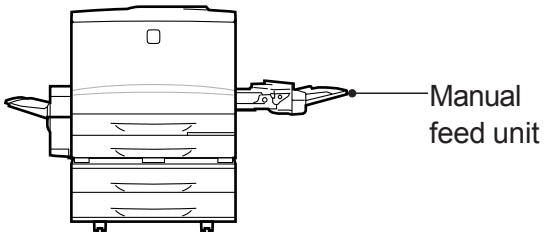
Message	Meaning and Solution
-Switch the power off/ on.	Printer is not functioning properly. **Solution** Switch off the printer power, and switch it on again. If the same message appears, write down the contents of the message, switch off the printer, and contact your Xerox Customer Support Centre.
Replace yellow toner cartridge.	Yellow toner cartridge has run out. **Solution** Replace the yellow toner cartridge. See ••• *"6.1.2 Replacing the Toner Cartridges"*

"**" represents alphanumeric characters

Message	Meaning and Solution
Install yellow toner cartridge.	The yellow toner cartridge is not installed or is not installed correctly. **Solution** Push the yellow cartridge firmly into the printer. See ••• *"6.1.2 Replacing the Toner Cartridges"*
Open and close any cover.	An error has occurred inside the printer. **Solution** Open any cover, such as the front cover, and then close it. If further actions are required, the corresponding error message will be displayed. Resolve the problem accordingly.
Paper jam. Open the manual feed unit.	Paper jams occurred near the manual feed unit when paper is fed from tray 1 or the manual tray. **Solution** Open the manual feed unit to remove the jammed paper. Make sure that no paper is jammed in the manual tray or the paper tray. See ••• *"5.1 Clearing Paper Jams"*
Paper jam. Open the manual feed unit and the lower right cover.	Paper jam occurred inside the printer when paper is fed from tray 2 or tray 3. **Solution** Open the manual feed unit and the lower right cover on the right side of the tray module to remove the jammed paper. Make sure that no paper is jammed in the paper trays. See ••• *"5.1 Clearing Paper Jams"*
Paper jam. Open the lower left cover.	Paper jam occurred inside the printer during two-sided printing. **Solution** Open the lower left cover to remove the jammed paper. Make sure that no paper is jammed in the paper trays. See ••• *"5.1.5 Paper Jams at the Lower Left Cover"*

Message	Meaning and Solution
Paper jam. Open the lower left unit.	Paper jam occurred inside the printer near the left. **Solution** Open the lower left unit to remove the jammed paper. If further actions are required, the corresponding error message will be displayed. Resolve the problem accordingly. See ••• *"5.1 Clearing Paper Jams"*
Paper jam. Open the right cover.	Paper jam occurred inside the printer near the right. **Solution** Open the right cover to remove the jammed paper. See ••• *"5.1.6 Paper Jams at the Right Cover"*
Paper jam. Remove the jammed paper.	Paper jam occurred inside the printer. **Solution** Remove the jammed paper. See ••• *"5.1 Clearing Paper Jams"*
This drum cartridge cannot be used. ID error.	The drum cartridge is faulty. **Solution** Replace the drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
This drum cartridge cannot be used. Write error.	The drum cartridge is faulty. **Solution** Replace the drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Replace cyan toner cartridge.	Cyan toner cartridge has run out. **Solution** Replace the cyan toner cartridge. See ••• *"6.1.2 Replacing the Toner Cartridges"*
Install cyan toner cartridge.	Cyan toner cartridge is not installed or is not installed correctly. **Solution** Push the cyan cartridge firmly into the printer. See ••• *"6.1.2 Replacing the Toner Cartridges"*

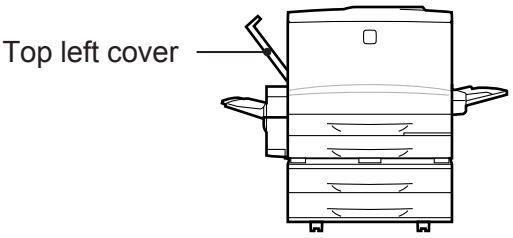
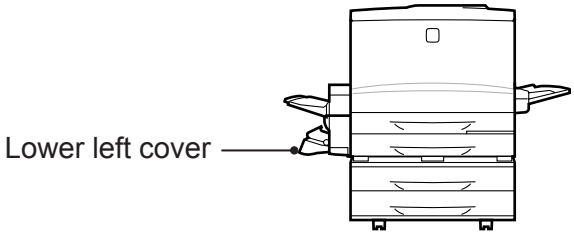
Message	Meaning and Solution
System settings cleared. Press **Set**.	The system settings stored in the NV memory is corrupted. **Solution** Follow the procedure below to initialise NV memory: ① Press **Set/Eject**. ② When "Ready to Init?" message appear, use ◀ ▶ to select **Yes**. ③ Press **Set/Eject**. Printer settings may disappear once the NV memory is initialised. Print the Printer Settings List and the Panel Settings List to check the settings. See ••• *"1.8 Printing the Printer Settings List" and "3.3 List of Items On the Menu Screen"*
Disk full. Press **Set**.	Hard disk is full during electronic collation and no data can be written. **Solution** Press **Set/Eject** and the print job is deleted. Use the following methods to re-send the printing: • Divide the pages and print in small amount. • De-select the hard disk setting in the driver, and then send the print job. See ••• *"1.7 Changing the Printer Configuration"*
Load xxxx on the manual tray.	xxxx (media type) is not loaded on the manual tray, or a size different from that specified in the printer driver is loaded. **Solution** Load xxxx (media type) in the manual tray. If a wrong size is specified on the computer, stop the printing. Make sure that the paper size setting is correct on the computer, and try again. See ••• *"2.2.2 Loading Paper on the Manual Tray", "1.5.2 Cancelling on the Control Panel" and Online Help*

Message	Meaning and Solution
Remove transparency from the manual feed unit. Do not use transparency with border.	Transparency is jammed inside the printer. **Solution** Open the manual feed unit to remove the jammed transparency. Make sure the recommended size and type of transparencies are used. See ••• *"5.1.2 Paper Jams in the Manual Feed Unit"* *"2.4.1 Printing on Transparencies"*
Close the manual feed unit	The manual feed unit is open. **Solution** Push the manual feed unit firmly into the printer. 
Replace waste toner cartridge	It is time to replace the waste toner cartridge. **Solution** Replace the waste toner cartridge. See ••• *"6.3.2 Replacing the Waste Toner Cartridge"*
Install waste toner cartridge	The waste toner cartridge is not installed or is not installed correctly. **Solution** Push the waste toner cartridge firmly into the printer. See ••• *"6.3.2 Replacing the Waste Toner Cartridge"*
Replace drum cartridge	It is time to replace the drum cartridge. **Solution** Replace the drum cartridge. See ••• *"6.2.2 Replacing the Drum Cartridge"*

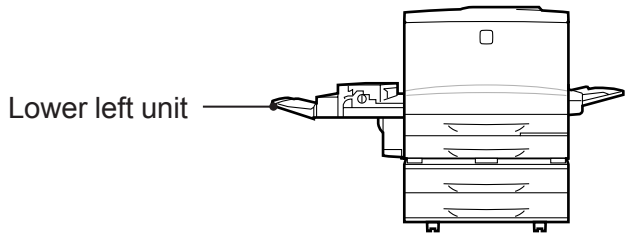
"xxxx" represents paper size or paper size and orientation.

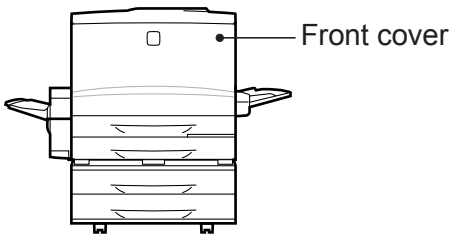
Message	Meaning and Solution
Install drum cartridge	The drum cartridge is not installed or is not installed correctly. **Solution** Push the drum cartridge firmly into the printer. See ••• *"6.2.2 Replacing the Drum Cartridge"*
Tray 1 is out of paper	There is no paper in tray 1. **Solution** Load paper into tray 1. See ••• *"2.2.1 Loading Paper in the Paper Trays"*
Trays 1 to N are out of paper	There is no paper in all trays from tray 1 to tray N. **Solution** Load paper into each tray. See ••• *"2.2.1 Loading Paper in the Paper Trays"*
Load xxxx into tray N	xxxx (media type) is not loaded in tray N, or a size different from that specified in the printer driver is loaded. **Solution** Load xxxx (media type) in tray N. If a wrong size is specified on the computer, stop the printing. Make sure that the following settings are set correctly on the computer, and try again. • Is the correct paper tray selected? • Is the correct paper size specified? See ••• *"2.2.2 Loading Paper on the Manual Tray", "1.5.2 Cancelling a Print Job on the Control Panel" and Online Help*
Install tray N.	Tray N is not installed properly. **Solution** Push tray N firmly into the printer.

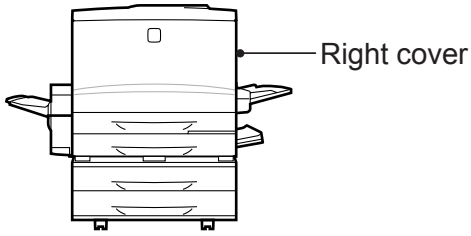
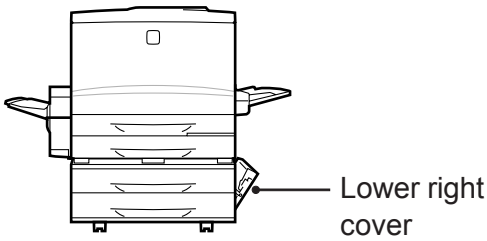
"N" represents numbers.
"xxxx" represents paper size or paper size and orientation.

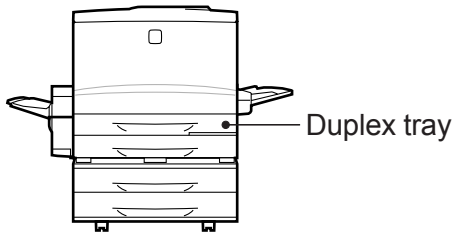
Message	Meaning and Solution
Load xxxx in tray N	The media type (xxxx) specified on the computer is not available in all the trays. **Solution** Load xxxx (media type) in any or all of the trays. If a wrong size is specified on the computer, stop the printing. Make sure that the correct setting is set on the computer, and try again. See ••• *"2.2.2 Loading Paper on the Manual Tray",* *"1.5.2 Cancelling on the Control Panel" and* *Online Help*
Install tray	All trays are not installed properly. **Solution** Push all trays firmly into the printer.
Close top left cover	The top left cover is open. **Solution** Close the top left cover firmly. 
Close the lower left cover	The lower left cover is open. **Solution** Close the lower left cover. 

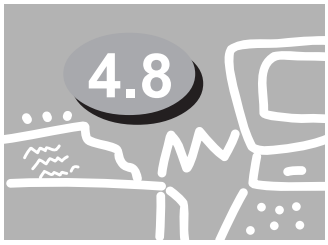
"xxxx" represents paper size or paper size and orientation.

Message	Meaning and Solution
Open the lower left and the right covers to remove jammed paper	Paper jammed inside the printer during two-sided printing. **Remedy** Open the lower left and the right covers and check if any paper is jammed inside the printer. See ••• *"5.1 Clearing Paper Jams"*
Close the lower left unit	The lower left unit is open. **Solution** Push the lower left unit firmly into the printer. 
Remove paper from the face-down tray	The quantity of paper output has exceeded the capacity of the face-down tray. **Solution** Remove the paper from the face-down tray.
Replace black toner cartridge	The black toner cartridge has run out. **Solution** Replace the black toner cartridge. See ••• *"6.1.2 Replacing the Toner Cartridges"*
Install black toner cartridge	The black toner cartridge is not installed or is not installed correctly. **Solution** Push the black cartridge firmly into the printer. See ••• *"6.1.2 Replacing the Toner Cartridges"*
Invalid print command. Press **Set**.	Unable to print with the settings specified on the computer. **Solution** Press **Set/Eject** to cancel the printing. Check the printer settings on the printer driver and try again.

Message	Meaning and Solution
Ready to Print. Get ready to replace OOOOOO toner cartridge.	This is a warning message. The OOOOOO toner is running low. Get ready a new OOOOOO toner cartridge to replace the current one when the ink has totally run out.
Ready to Print. Call for service.	This is a warning message. An error has occurred. Write down the message shown and contact your Xerox Customer Support Centre. You can continue to print.
Ready to Print. Get ready to replace waste toner cartridge.	This is a warning message. It is about time to replace the waste toner cartridge. Get ready a new waste toner cartridge to replace the current one when required.
Ready to Print. Get ready to replace drum cartridge.	This is a warning message. It is about time to replace the drum cartridge. Get ready a new drum cartridge to replace the current one when required.
Close the front cover	The front cover is open. **Solution** Close the front cover properly. 
Replace magenta toner cartridge	The magenta toner cartridge has run out. **Solution** Replace the magenta toner cartridge. See ••• *"6.1.2 Replacing the Toner Cartridges"*

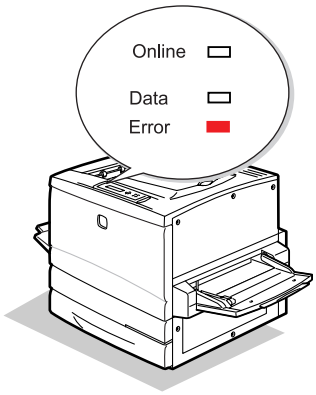
Message	Meaning and Solution
Install magenta toner cartridge	The magenta toner cartridge is not installed or is not installed correctly. **Solution** Push the magenta cartridge firmly into the printer. See ••• *"6.1.2 Replacing the Toner Cartridges"*
Close the right cover	The right cover is open. **Solution** Close the right cover. 
Check the right cover and remove paper from the duplex tray	Paper jam occurred during twp-sided printing. **Solution** Open the right cover to remove the jammed paper. If no jammed paper if found, check the duplex tray for jammed paper. See ••• *"5.1 Clearing Paper Jams"*
Close the lower right cover	The lower right cover at the right side of the tray module is open. **Solution** Close the lower right cover at the right side of the tray module. 

Message	Meaning and Solution
Insufficient memory. Press **Set**.	There is insufficient memory for the printer to function properly. **Solution** Press **Set/Eject** to cancel the printing. Add the additional memory, and try again. See ••• *"Appendix A Optional Products and Consumables"* If memory cannot be added, you can still print with the following settings. However, the resolution will be low. • Select **Document (Standard)** for Document Type on the Graphics tab (for Windows) and General Settings dialog box (for Macintosh). See ••• *Online Help*
Close duplex tray.	The duplex tray is open. **Solution** Push the duplex tray firmly into the printer. 



When the Error LED is Lit or Blinking

A red Error LED on the control panel indicates that the printer has a problem. When the Error LED is on or is blinking while you are using the printer, refer to the following section for the appropriate action.



4.8.1 When the Error LED is Lit

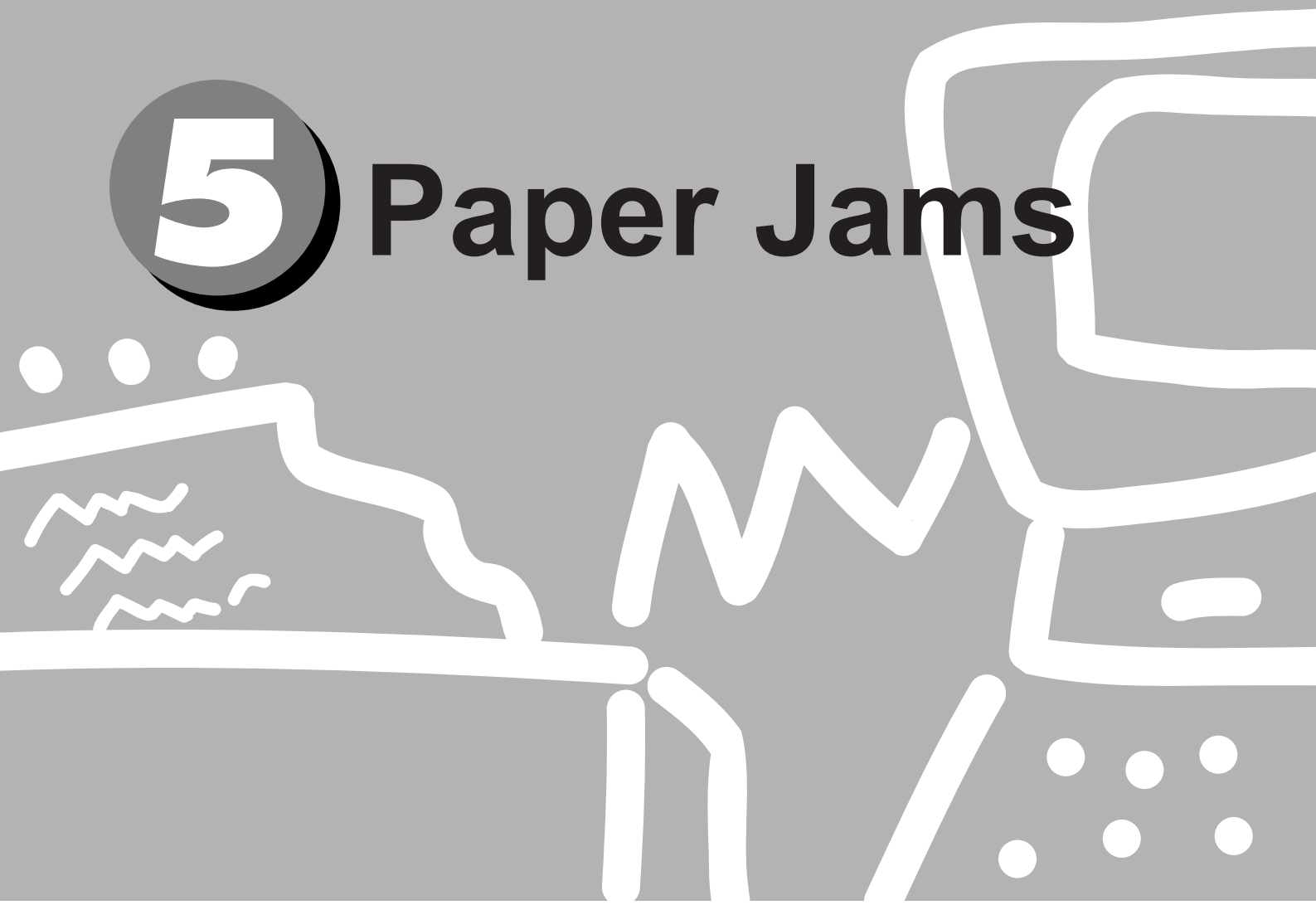
When the Error LED is on, it means a problem that can be resolved by the user such as paper jam, has occurred.
Follow the instructions of the error message on the display panel and handle the problem accordingly.

See *"4.7 When An Error Message Appears" for the meaning of the error message and the solution.*

4.8.2 When the Error LED is Blinking

When the Error LED is blinking, it means a problem that cannot be resolved by the user has occurred. Write down the contents of the message and the message code, switch off the printer, and contact your Xerox Customer Support Centre.

Break Page



5 Paper Jams

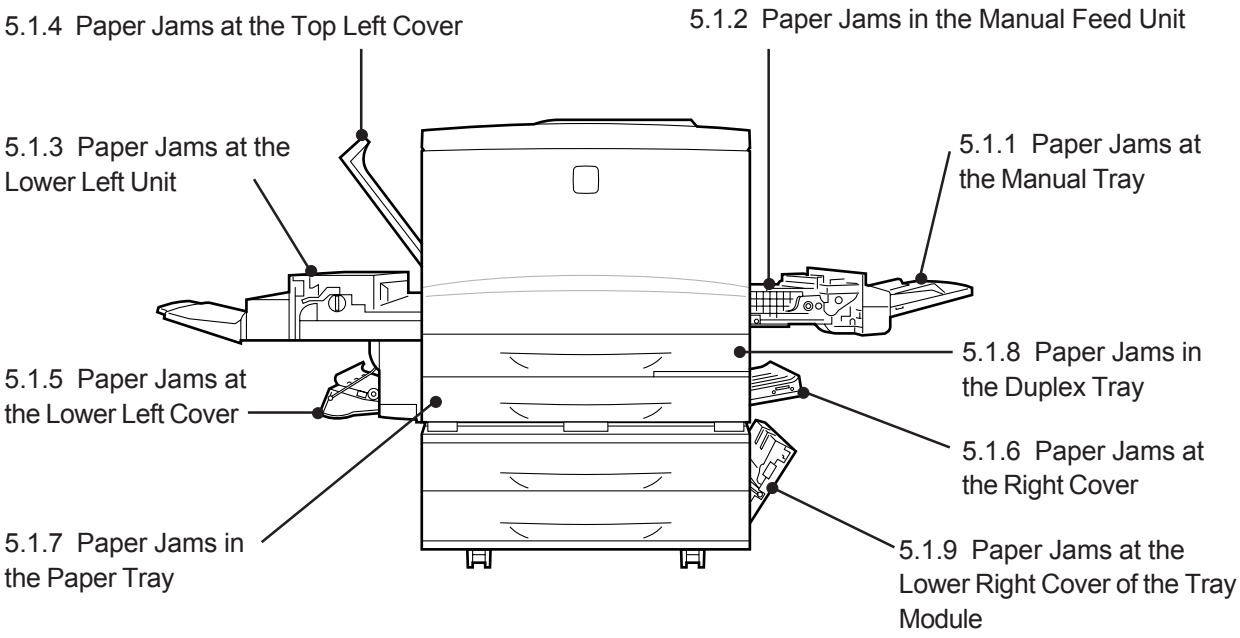
5.1 Clearing Paper Jams 112

Clearing Paper Jams

When paper jams occur, error messages will be displayed on the printer and the printer will stop printing.
If paper jams occur, clear the jammed paper immediately using the following procedure.

LOOK *Do not continue using the printer when paper jams occurred as this will cause the printer to breakdown. Remove the jammed paper immediately.*

Note *The diagram below shows the printer with the optional 2-tray module and duplex print module installed.*

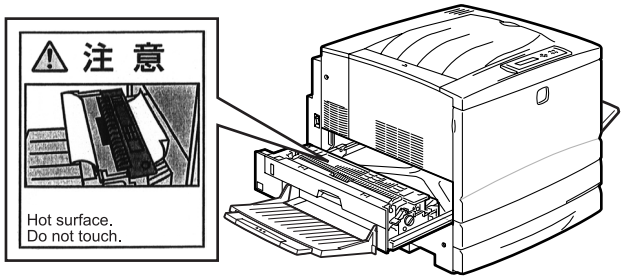

5.1.4 Paper Jams at the Top Left Cover
5.1.2 Paper Jams in the Manual Feed Unit
5.1.3 Paper Jams at the Lower Left Unit
5.1.1 Paper Jams at the Manual Tray
5.1.8 Paper Jams in the Duplex Tray
5.1.5 Paper Jams at the Lower Left Cover
5.1.6 Paper Jams at the Right Cover
5.1.7 Paper Jams in the Paper Tray
5.1.9 Paper Jams at the Lower Right Cover of the Tray Module

⚠CAUTION

- **When removing jammed paper, make sure that no pieces of torn paper are left in the machine. A piece of paper remaining in the machine can cause a fire.**

  If a sheet of paper is wrapped around the heat roller, or when clearing a jammed paper that is difficult or impossible to see, do not try to remove it by your self. Doing so can cause injuries or burns. Switch off the machine immediately, and contact your Xerox Customer Support Centre.

- **Never touch a labelled area found on or near the heat roller. You can get burnt.**



LOOK

- *If you see smoke emitting from the printer when paper jam occurs, do not open the printer cover. Switch off the power, remove the power cord from the AC outlet, and contact your Xerox Customer Support Centre.*
- *Remove jammed paper slowly and carefully to avoid tearing the paper.*

Note *Paper jams can be caused by the type and placement of paper, refer to "2.1 Paper Handling".*

When the Following Messages Appear on the Control Panel

When the following messages appear on the control panel, check the location mentioned below for paper jams. If you did not find any paper jams in these areas, look at covers or units near to the mentioned location.

Remove transparency from manual feed unit

- Manual tray (P.114)
- Manual feed unit (P.115)

Paper jam. Pull out manual feed unit

- Manual tray (P.114)
- Manual feed unit (P.115)
- Paper tray 1 (P.126)

Paper jam. Open manual feed unit and lower right cover

- Manual tray (P.114)
- Paper trays 2, 3 (P.126)
- Lower right cover of the tray module (P.128)

Paper jam. Pull out lower left unit

- Lower left unit (P.117)
- Top left cover (P.122)
- Lower left cover (P.123)

Paper jam. Pull out lower left cover.

- Lower left cover (P.123)

Open lower left and right covers. Remove paper

- Lower left cover (P.123)
- Right cover (P.124)

Paper jam. Open right cover

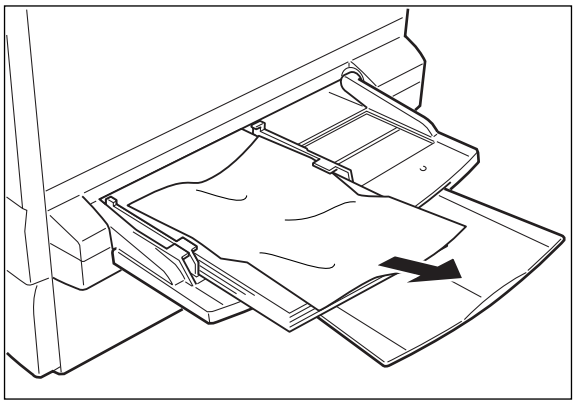
- Right cover (P.124)
- Paper tray (P.126)

Check right cover. Remove paper from duplex tray

- Top left cover (P.122)
- Right cover (P.124)
- Duplex tray (P.127)

5.1.1 Paper Jams at the Manual Tray

The procedure to clear the paper jam is as follows:

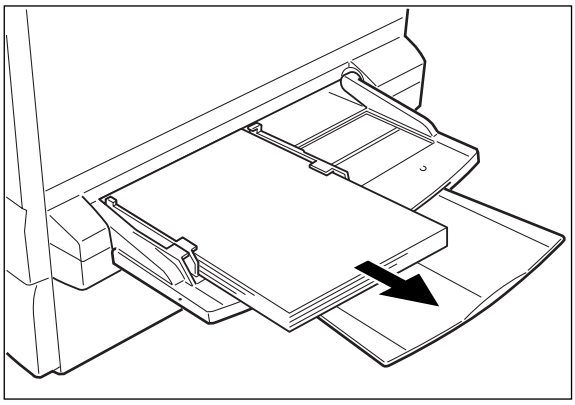


1. Remove the jammed paper from the manual tray.
   If the paper is torn, make sure you do not leave any pieces inside the printer.

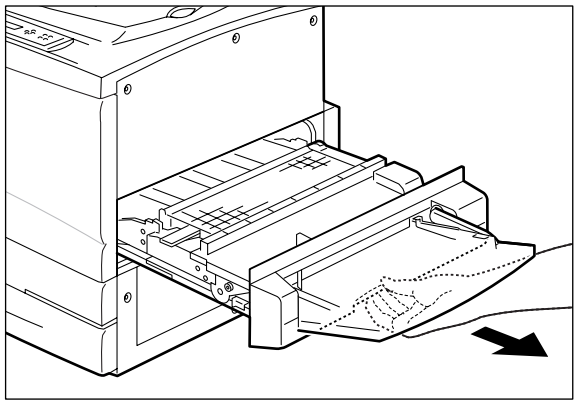
2. As there may still be paper jammed in the printer, follow the procedure on the next page, "5.1.2 Paper Jams in the Manual Feed Unit".

5.1.2 Paper Jams in the Manual Feed Unit

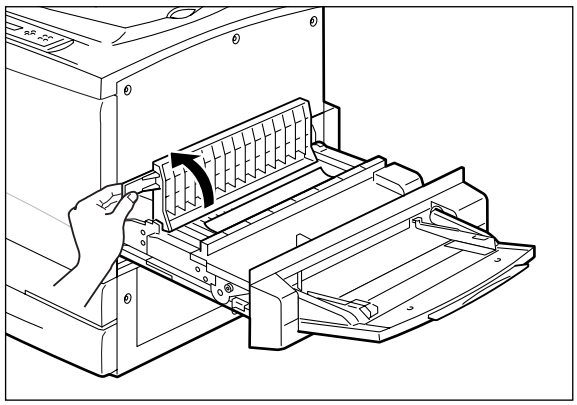
The procedure to clear the paper jam is as follows:



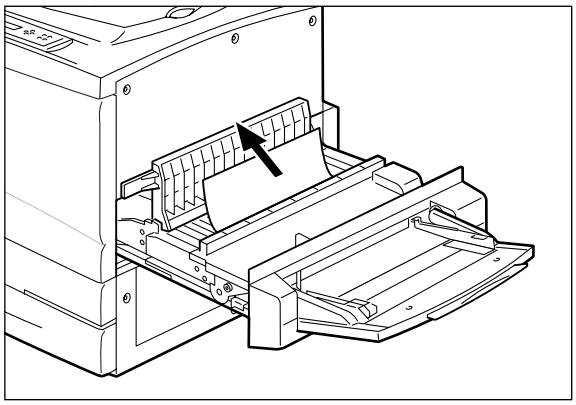
1. Remove any paper on the manual tray.



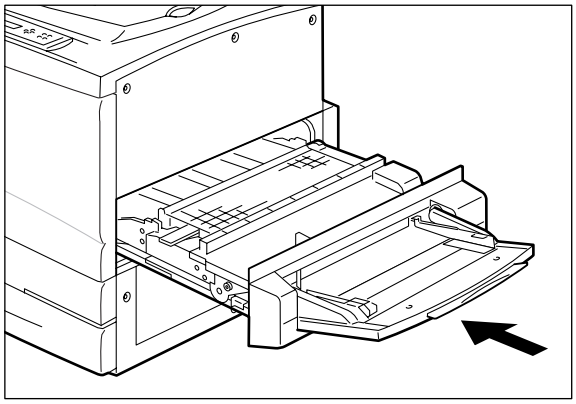
2. Pull out the manual feed unit until it stops.



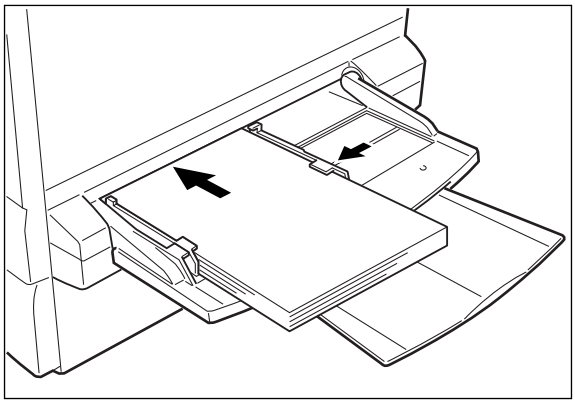
3. Lift the handle to open the cover.



4 Pull out the jammed paper. If the paper is torn, make sure you do not leave any pieces inside the printer.



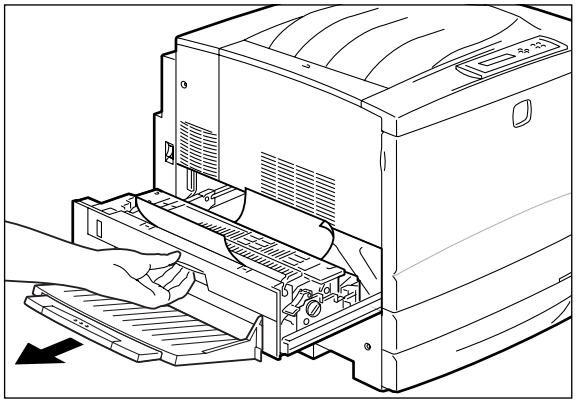
5 Close the cover and push the manual feed unit back into the printer.



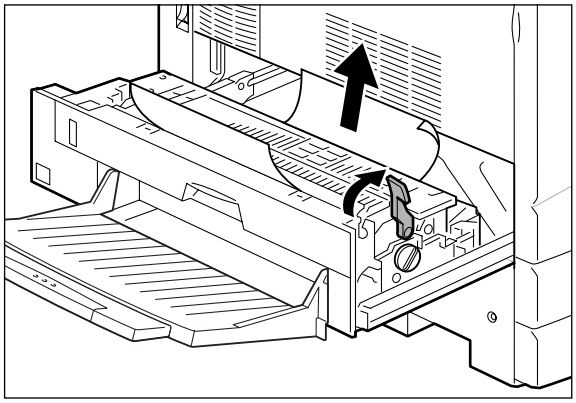
6 If paper was loaded on the manual tray, re-load the paper stock.

5.1.3 Paper Jams in the Lower Left Unit

The procedure to clear the paper jam is as follows:

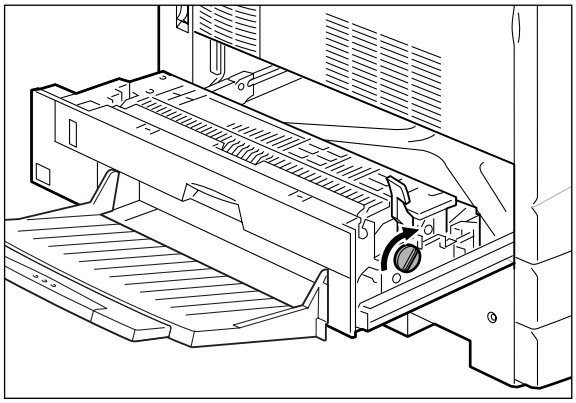


1. Pull out the lower left unit until it stops.

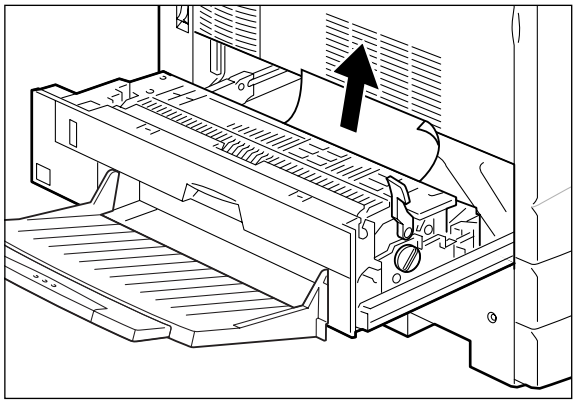


2. Lift the green lever and remove the jammed paper.
   If the paper is torn, make sure you do not leave any pieces inside the printer

   LOOK ☞ *The fuser will get very hot. Take care not to touch it directly, as you may get burnt.*

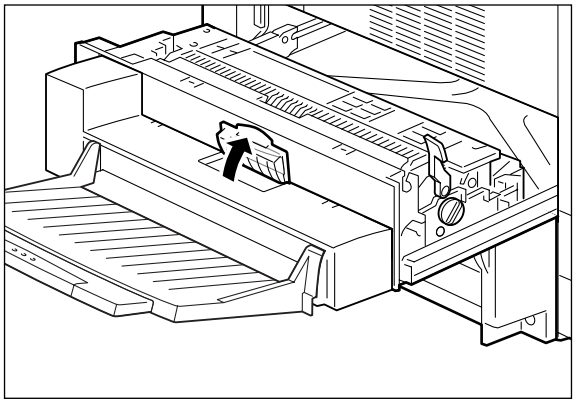


3. If you cannot see the jammed paper, turn the green knob in the direction of the arrow.



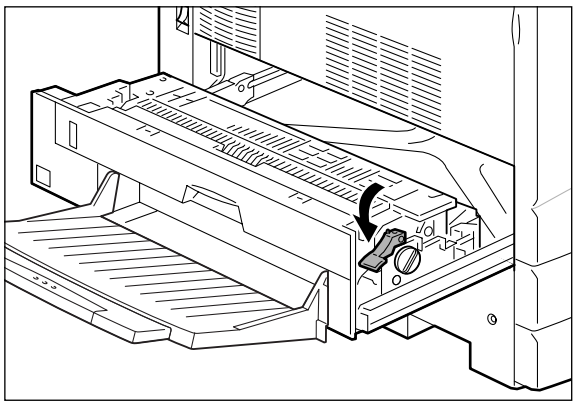
Pull out the paper gently in the direction of the arrow. If the paper is torn, make sure you do not leave any pieces inside the printer.

LOOK ☞ *The fuser will get very hot. Take care not to touch it directly, as you may get burnt.*

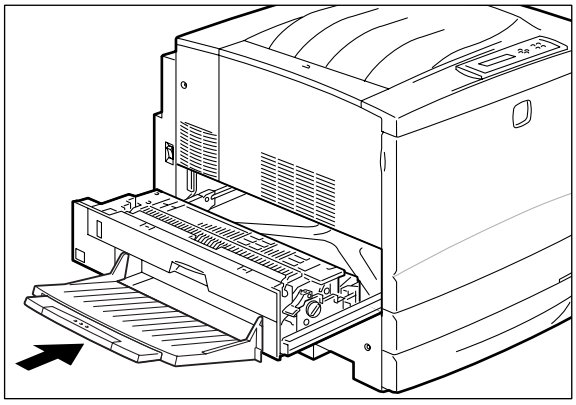


4 If the duplex print moduel is installed, open the transparent cover as shown in the diagram and check to see if there is any paper inside.

If paper is found here, proceed to the section "Paper Found at the Centre of the Cover" on the next page.



5 Return the green lever to its original position.



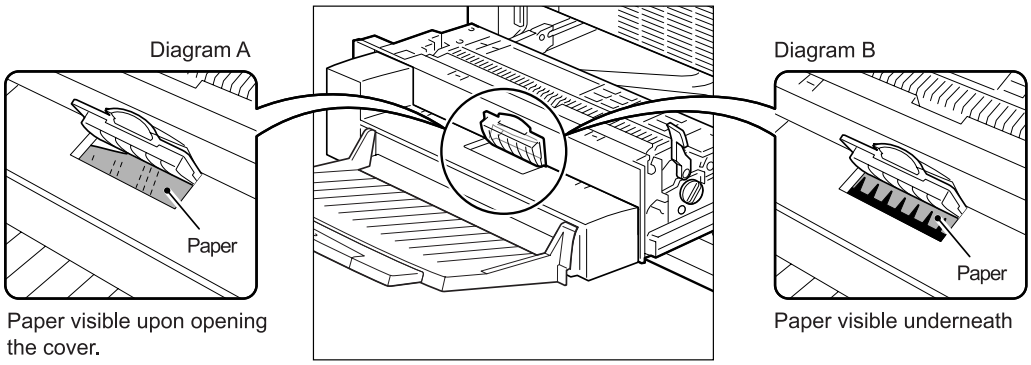
6. Push the lower left unit firmly back into the printer.

7. If you cannot locate the paper, perform the procedure described in "5.1.4 Paper Jams at the Top Left Cover".
If the duplex print module is installed, the paper jam may have occurred inside the lower left cover. Perform the procedure described in "5.1.5 Paper Jams at the Lower Left Cover".

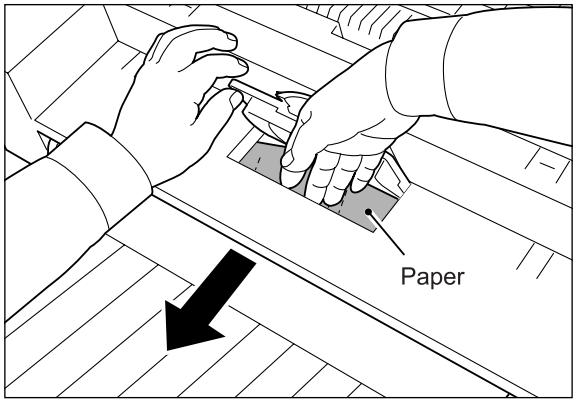
Paper Found at the Centre of the Cover

Depending on the location of the jam, clear the paper by using one of the following methods to resolve:

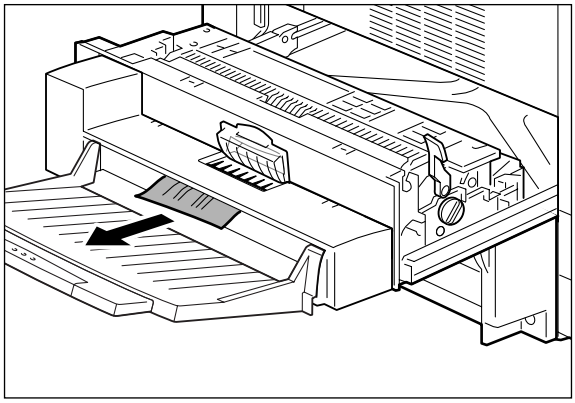
- If the paper is jammed as shown in Diagram A, refer to "Removing Small Sheets such as Postcards"
- If the paper is jammed as shown in Diagram B, refer to "Removing Paper from the Bottom of the Lower Left Unit"



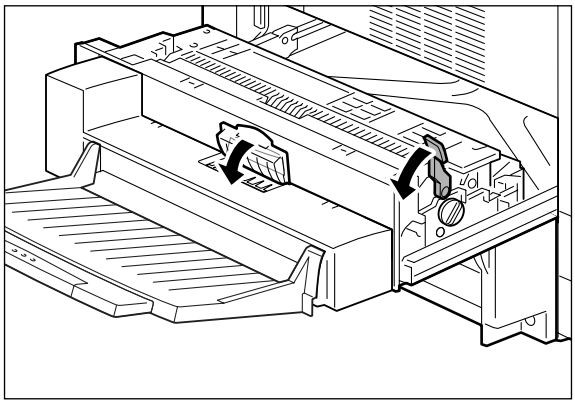
Removing Small Sheets such as Postcards



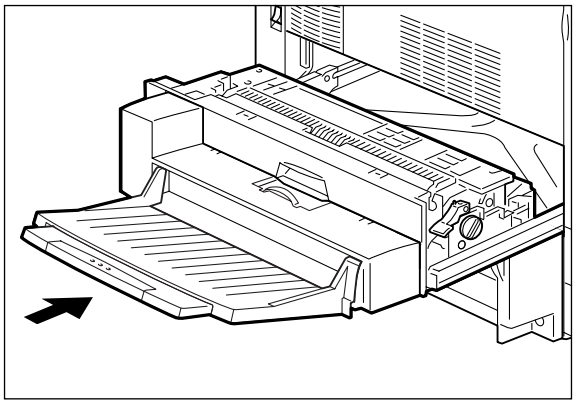
1. Gently hold the cover open so it does not close, and push the paper towards the output direction with you fingers.



2 Pull the paper in the direction of the arrow.

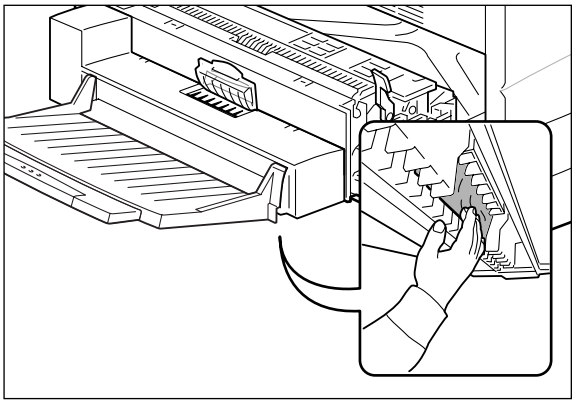


3 Close the cover and nip lever.

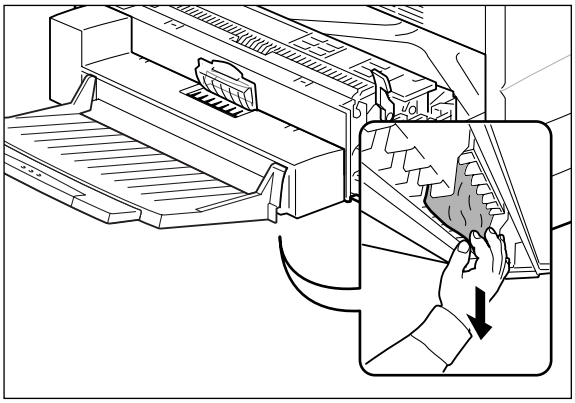


4 Push the lower left unit firmly into the printer.

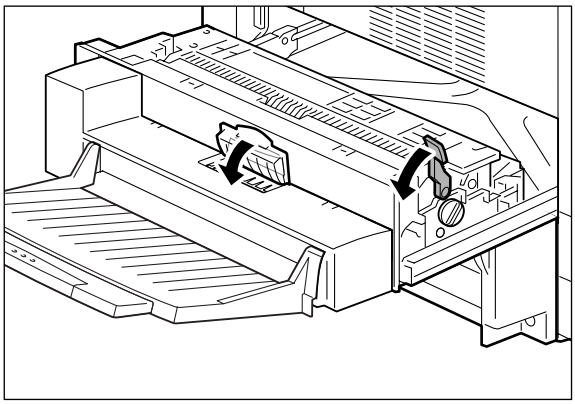
Removing Paper from the Bottom of the Lower Left Unit



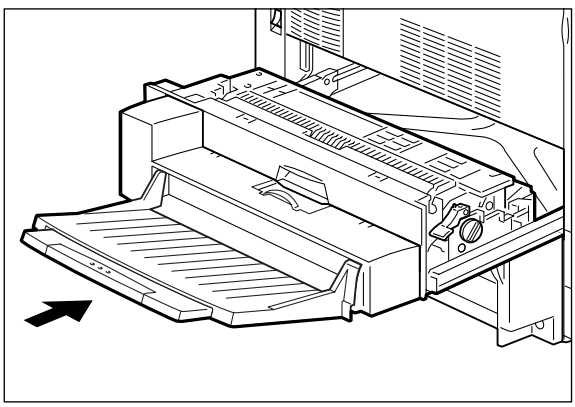
1. With the cover open, reach into the bottom of the lower left unit as shown in the diagram and check to see if there is any paper inside.



2. Pull the paper downward to remove it.



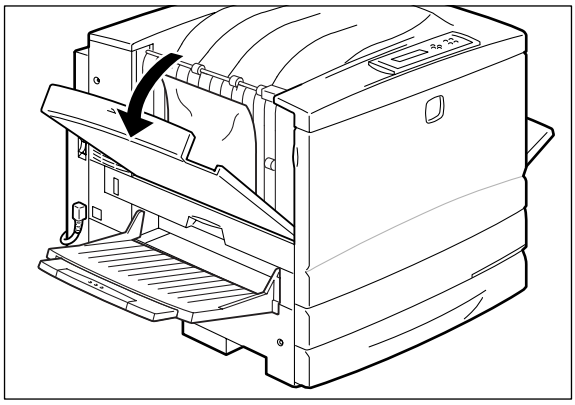
3. Close the cover and nip lever.



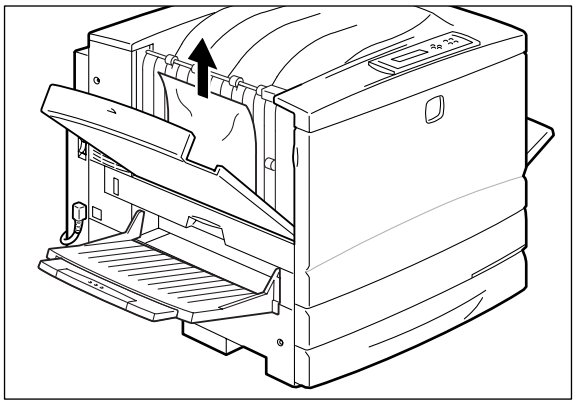
4. Push the lower left unit firmly into the printer.

5.1.4 Paper Jams at the Top Left Cover

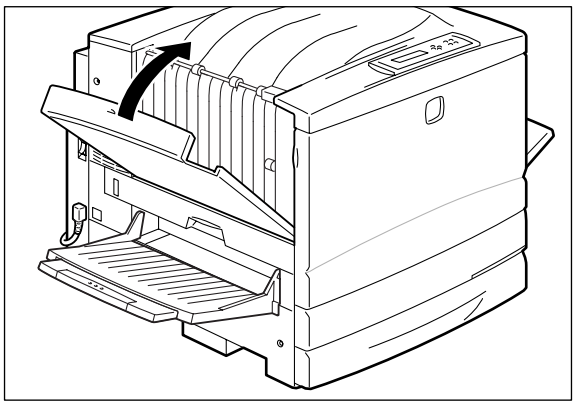
The procedure to clear the paper jam is as follows:



1. Open the top left cover.



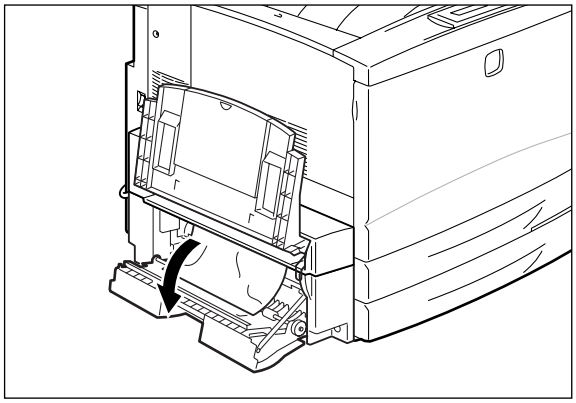
2. Remove the jammed paper.
   If the paper is torn, make sure you do not leave any pieces inside the printer.



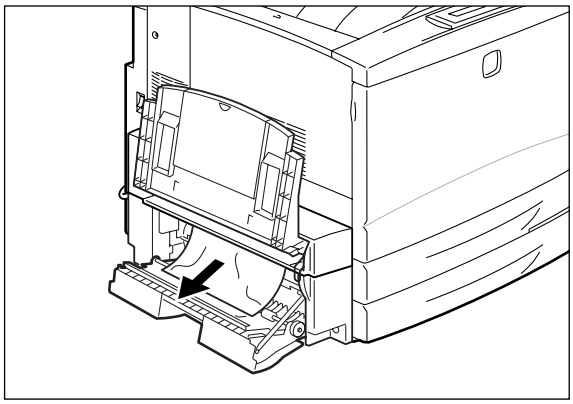
3. Close the top left cover.

5.1.5 Paper Jams at the Lower Left Cover

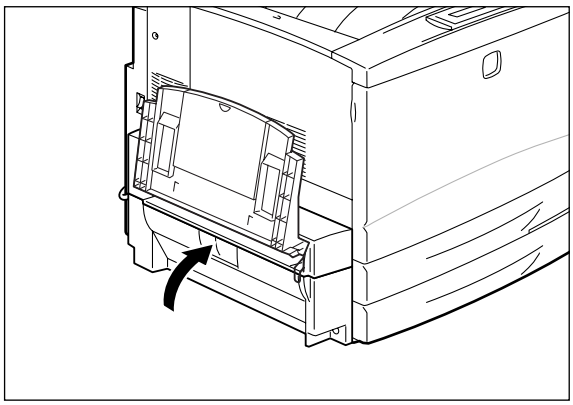
The procedure to clear the paper jam is as follows:



1. Open the lower left cover.



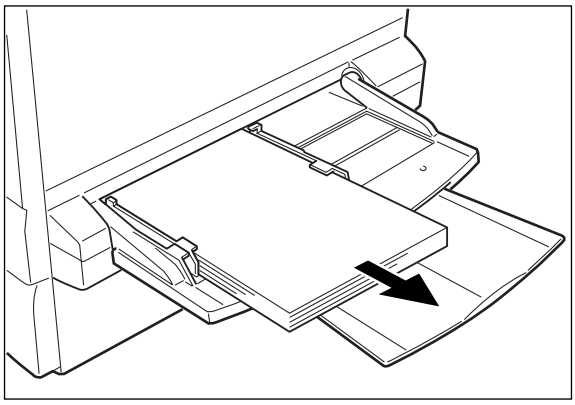
2. Remove the jammed paper.
   If the paper is torn, make sure you do not leave any pieces inside the printer.



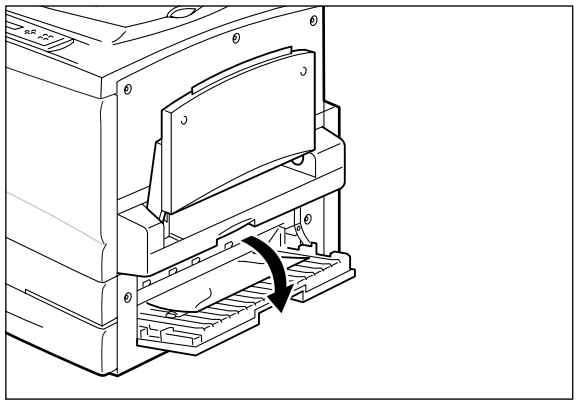
3. Close the lower left cover.

5.1.6 Paper Jams at the Right Cover

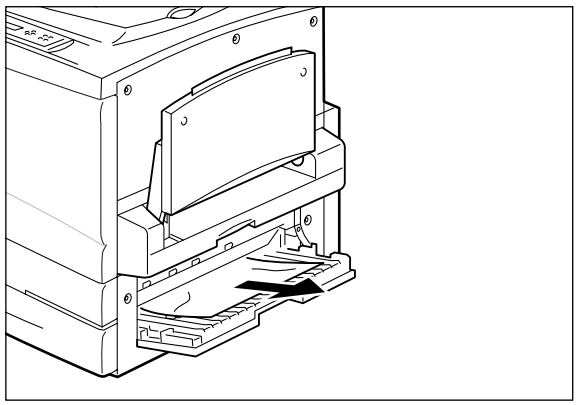
The procedure to clear the paper jam is as follows:



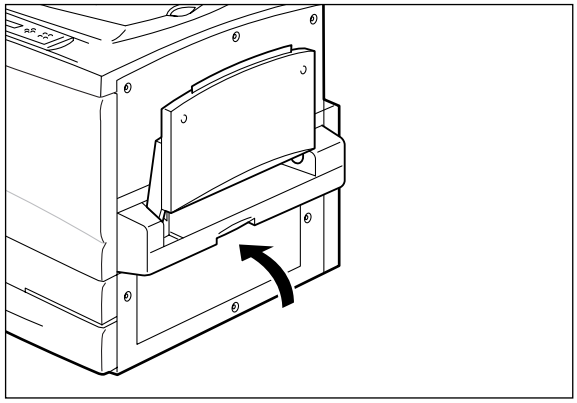
1. Remove any paper on the manual tray and fold the tray.



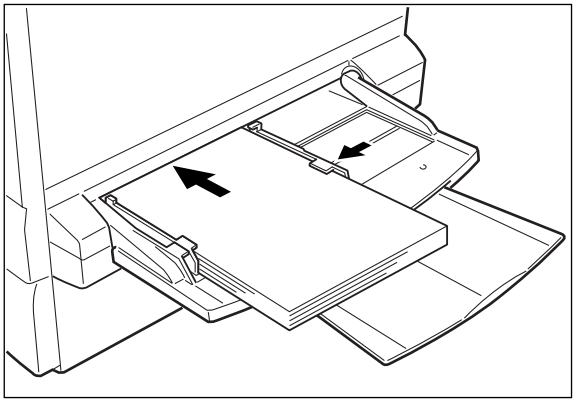
2. Open the right rover.



3. Remove the jammed paper. If the paper is torn, make sure you do not leave any pieces inside the printer.



4 Close the right cover.

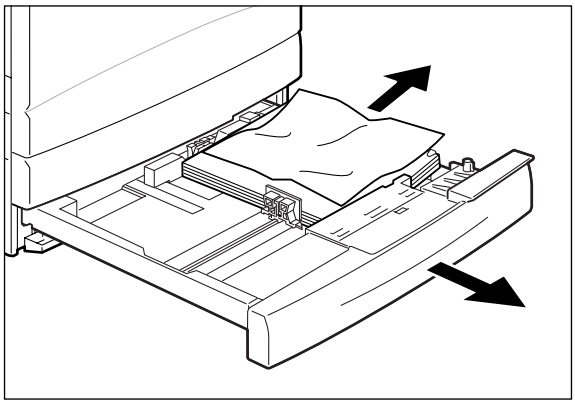


5 If paper was loaded on the manual tray, re-load the paper stock.

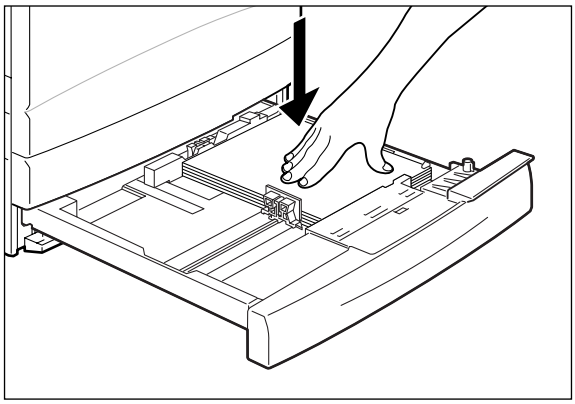
6 If you cannot locate the paper, it may be jammed in a paper tray. To remove the paper, follow the procedure on the next page, "5.1.7 Paper Jams in the Paper Trays".

5.1.7 Paper Jams in the Paper Tray

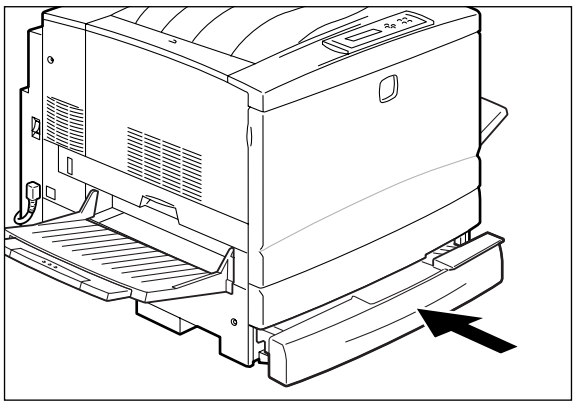
The procedure to clear the paper jam is as follows:



1. Gently pull out the paper tray until it stops, and remove the jammed or wrinkled paper.
   If the paper is torn, make sure you do not leave any pieces inside the printer.



2. Push down on the metal plate inside the paper tray until it locks.



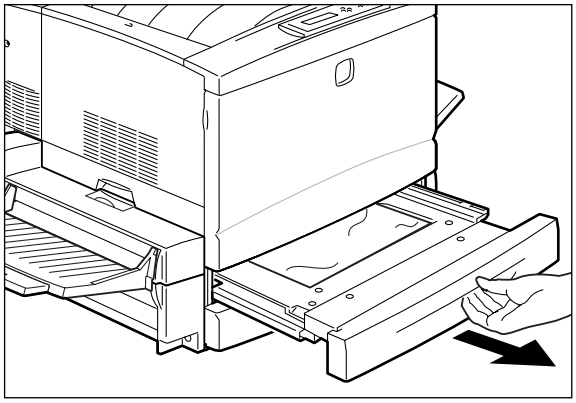
3. Gently push the paper tray into the printer until it stops.

   LOOK ☞ *Do not push in the tray with excessive force.*

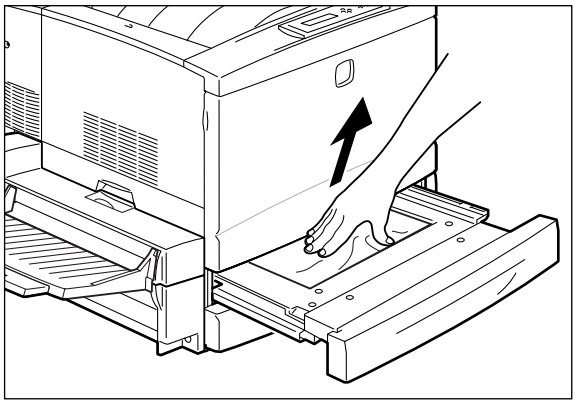
5.1.8 Paper Jams in the Duplex Tray

If you cannot find the jammed paper in the lower left cover or in the right cover, check in the duplex tray.
The procedure to clear the paper jam is as follows:

LOOK *Before pulling out the duplex tray, check that there is no paper jammed at the lower left cover or the right cover.*

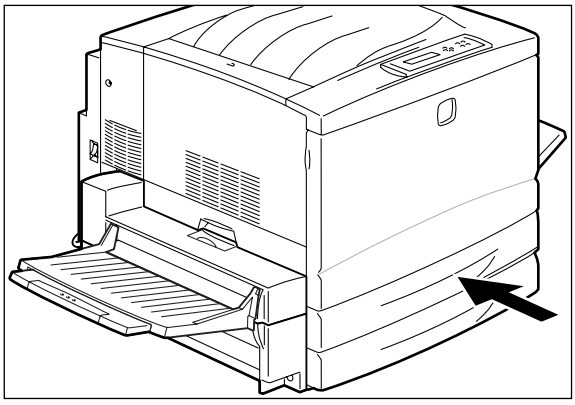


1. Gently pull out the duplex tray until it stops.



2. Remove the jammed or wrinkled paper.
If the paper is torn, make sure you do not leave any pieces inside the printer.

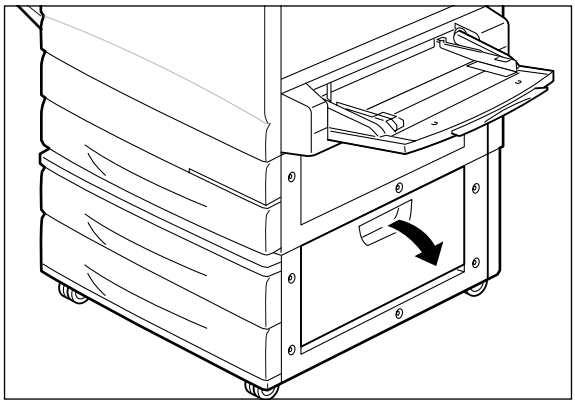
Note *If paper was jammed at the far end of the duplex tray and cannot be removed, you have to uninstall the duplex tray. Refer to the booklet bundled with the optional duplex print module for information on how to install and uninstall the duplex tray.*



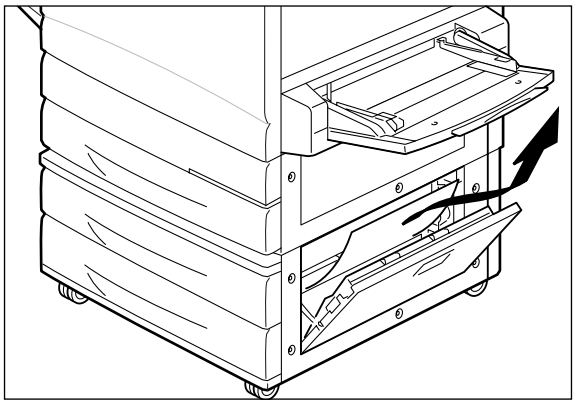
3. Gently push the duplex tray into the printer until it stops.

5.1.9 Paper Jams at the Lower Right Cover of the Tray Module

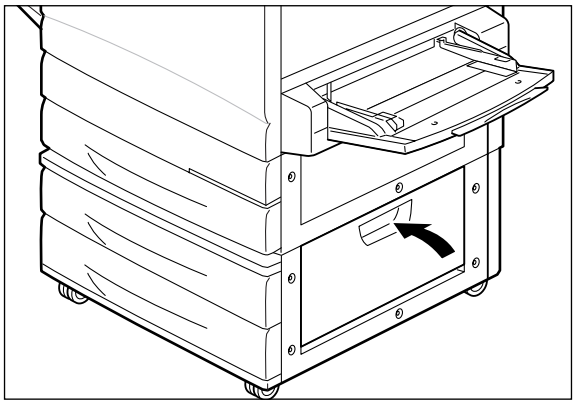
The procedure to clear the paper jam is as follows. Here, the optional 2-tray module is used as an example.



1. Open the lower right cover on the right side of the tray module.



2. Remove the jammed paper.
   If the paper is torn, make sure you do not leave any pieces inside the printer.



3. Close the lower right cover on the tray module.

6 Consumables

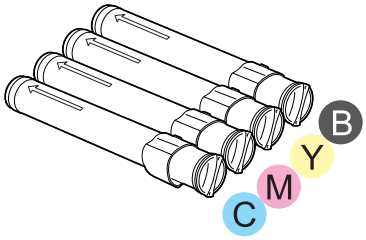
6.1 Replacing the Toner Cartridges 130

6.2 Replacing the Drum Cartridge 135

6.3 Replacing the Waste Toner Cartridge 141

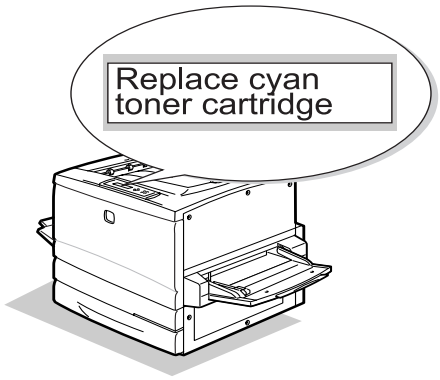
Replacing the Toner Cartridges

The printer uses four toner cartridges, namely, black, yellow, magenta, and cyan.
The black and colour (yellow, cyan, and magenta) toner cartridges can print approximately 5,500 A4 pages and 6,000 A4 pages respectively with a 1:1 monochrome/colour ratio (approximately 5% coverage of each colour on the factory default print density setting).



Toner cartridges

If the toner is running low, printing in that colour may appear faded or fragmented. When it is time to change the toner cartridge, this message "Replace xxxx toner cartridge" (xxxx refers to the colour of the toner cartridge) will appear on the display panel.



When this happens, follow the procedure below to replace the used cartridge with a new one.

See *Toner cartridges are consumables. Refer to "Appendix A Optional Products and Consumables" for more information.*

6.1.1 Handling Precautions for Toner Cartridges

⚠ WARNING Never throw used toner cartridges into an open flame. It can cause an explosion and you can get burnt.

Handling Precautions

- Once a toner cartridge has been removed from the printer, do not re-install it, as this could disperse loose dirt and deteriorate print quality.
- Avoid shaking or striking used toner cartridges, as the remaining toner in the cartridge may spill out.
- After moving a toner cartridge from a cold to a warm place, allow at least one hour for the toner to adjust to the new room temperature. (This is not necessary if there is no condensation.)
- Although the toner is harmless, it should be washed off immediately if it comes into contact with hands or clothing.
- Do not use any cartridges except those recommended. Fuji Xerox does not accept any responsibility for damage or loss of print quality resulting from the use of unapproved toner cartridges.

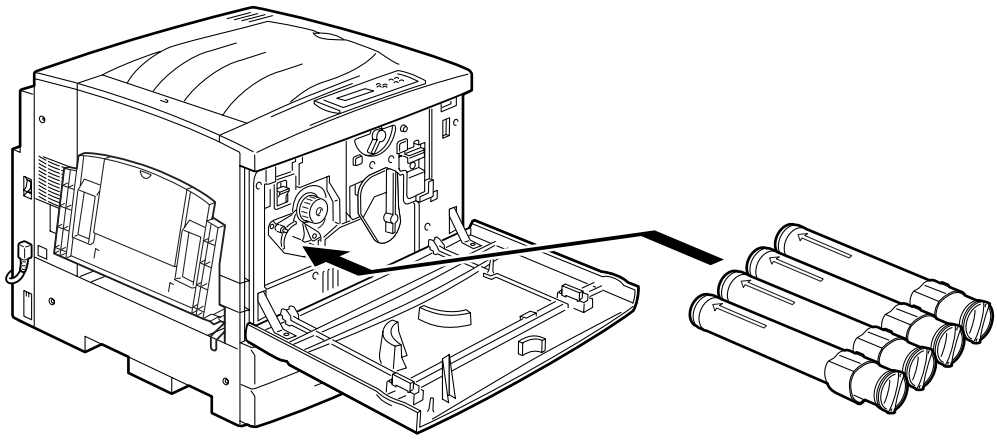
Storage Precautions

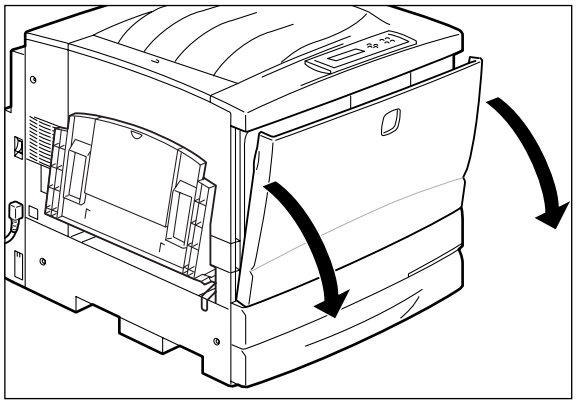
Store cartridges in the following conditions away from direct sunlight:

- Temperature range: 0 to 35ºC, Humidity Range: 15 to 80% RH (no condensation).
- Avoid hot and humid areas.
- Avoid storing near magnetic objects such as CRT screens, disk drives, and floppy disks.
- Keep out of reach of children.

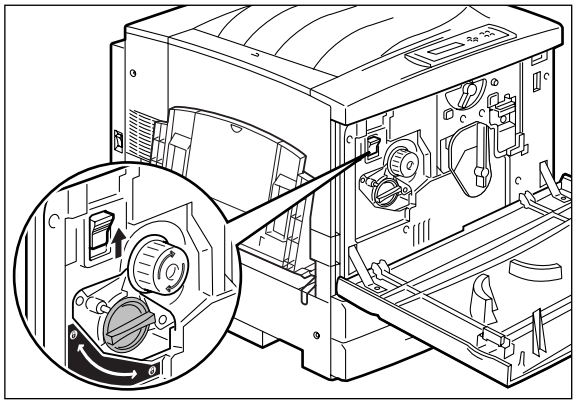
6.1.2 Replacing the Toner Cartridges

The procedure to replace the toner cartridges is as follows:



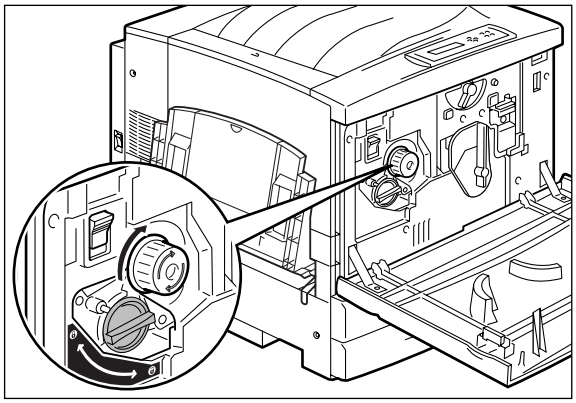


1 Open the front cover.



2 If the cartridge you want to replace is at the toner cartridge window, proceed to step 5. Otherwise, push up the anti-rotational switch to release the lock.

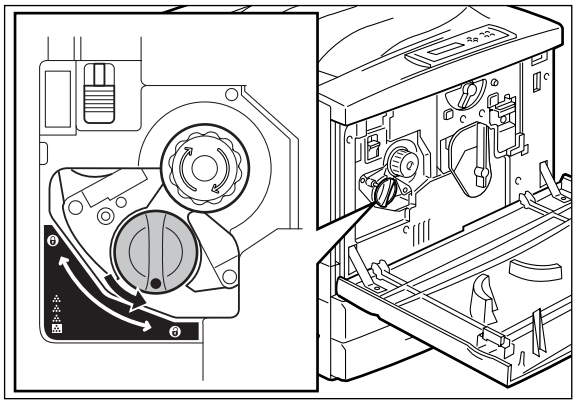
LOOK *The anti-rotational switch will be lowered automatically when you turn the knob in the next step. Remove your hand after you have pushed up the switch.*



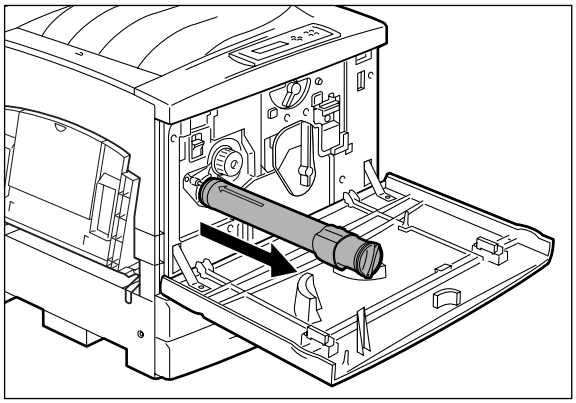
3 To move the cartridge, turn the knob until it stops in the direction of the arrow in the diagram.

Note *Once you turn the knob, you will hear a click indicating that the anti-rotational switch has returned to the down position.*

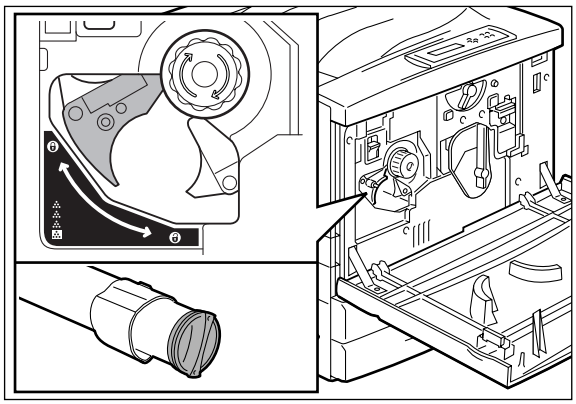
4 Repeat Steps 2 and 3 until the toner cartridge of the colour you want to remove appears in the toner cartridge window.



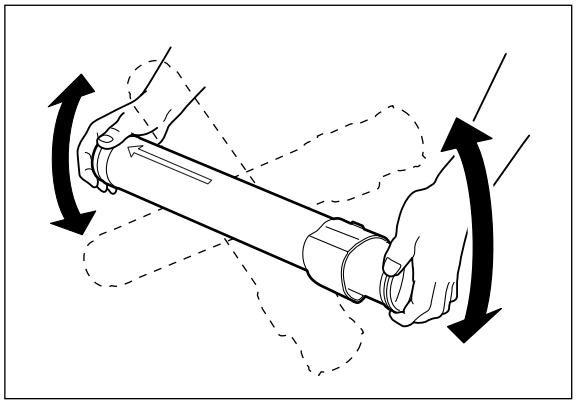
5 When the cartridge you want to remove appears in the toner cartridge window, turn the cartridge in the direction of the arrow shown in the diagram to align the "●" mark on the cartridge with the "unlock" position ( ) on the printer.



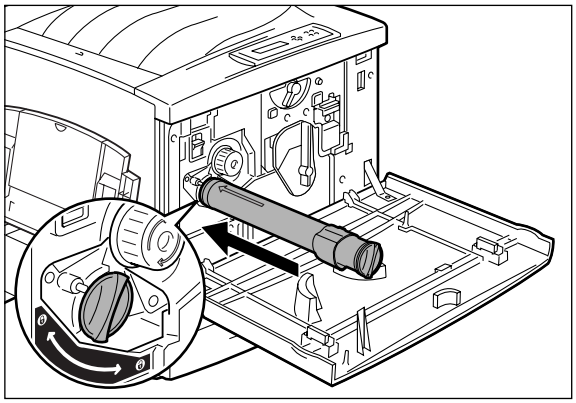
6 Pull the toner cartridge out and remove it from the printer.



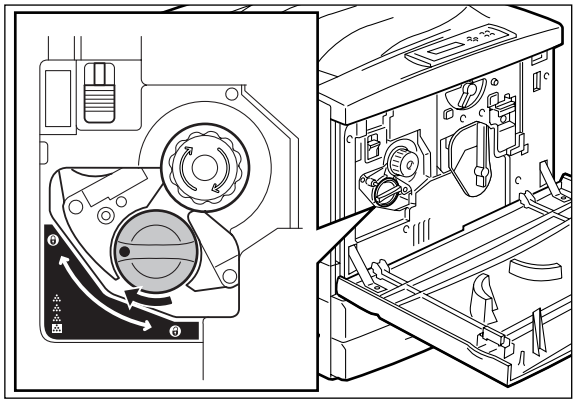
7 Remove the new toner cartridge of the same colour from its packaging.



8 Shake the toner cartridge seven to eight times as shown in the diagram to distribute the toner evenly.

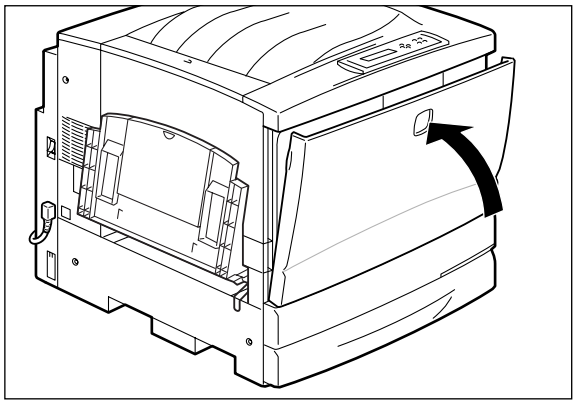


9 Align the toner cartridge so that the arrow is as shown in the diagram. Then insert and push the cartridge firmly into the printer.



10 Align the "●" mark on the cartridge by turning the toner cartridge in the direction of the arrow until it points to the "lock" position (🔒) on the printer.

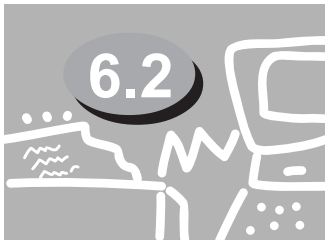
LOOK *Toner may spill if the toner cartridge is not rotated completely.*



11 Close the front cover.

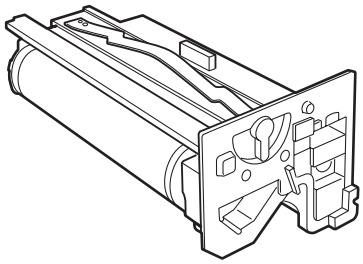
12 After the replacement, place the used toner cartridge into the empty packaging box. Then, paste the return seal bundled with the toner cartridge on the packaging box, and mail it out.

⚠ **WARNING** **Never throw used toner cartridges into an open flame. It can cause an explosion and you can get burnt.**



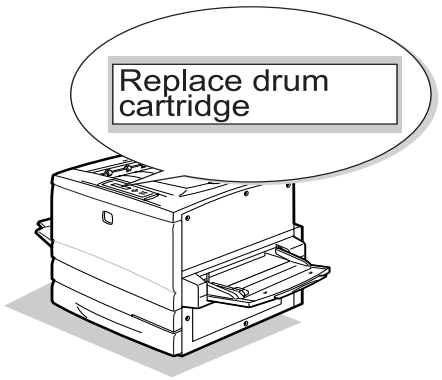
Replacing the Drum Cartridge

The drum cartridge consists of a light-sensitive drum, the drum cleaner and the waste toner cartridge.
The drum cartridge can print approximately 20,000 A4 pages with a 1:1 monochrome/ colour ratio (approximately 5% coverage of each colour on the factory default print density setting). The drum cartridge can print approximately 6,000 pages of A3-size colour only images.



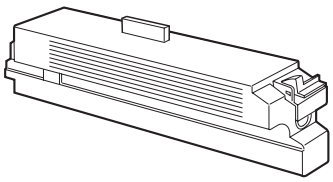
Drum cartridge

If the drum cartridge is scratched, print quality may decline and result in black dots showing on the printed copies.
When it is time to change the drum cartridge, this message "Replace drum cartridge" will appear on the display panel.



When this happens, follow the procedure below to replace the used drum cartridge with a new one.

Note *The waste toner cartridge can be replaced separately.*
To replace the waste toner cartridge separately, refer to "6.3.2 Replacing the Waste Toner Cartridge"



Waste toner cartridge

See *Both the drum and the waste toner cartridges are consumables. Refer to "Appendix A Optional Products and Consumables" for more information.*

6.2.1 Handling Precautions for Drum Cartridges

⚠ WARNING **Never throw used toner cartridges into an open flame. It can cause an explosion and you can get burnt.**

Handling Precautions

- Do not touch the surface (the blue part) of the drum. Also, never use any material to hit or rub the surface of the drum. Print quality will deteriorate if the drum is scratched or the dirt from your hands rubs off onto the drum.
- Do not leave the drum cartridge in direct sunlight. Avoid fluorescent lamplight whenever possible. Areas of printing may blur or not print at all if you do so.
- Always place the drum cartridge on a flat surface while performing the replacement to avoid scratching the drum.
- Toner collected in the waste toner cartridge should not be reused.
- Once a full waste toner cartridge has been removed from the printer, it should not be used again. If it is placed in the printer again, the toner may spill inside the printer and cause damage.
- Do not tilt or shake the drum cartridge and waste toner cartridge that have been removed from the printer temporarily. Otherwise, toner may spill and cause damage when it is reinstalled.
- Do not use drum cartridges that are not recommended. If cartridges other than the recommended ones were used, the printer may not be able to optimise its performance or may suffer from a loss of print quality.
- To ensure good print quality, always keep the drum cartridge level when handling it.

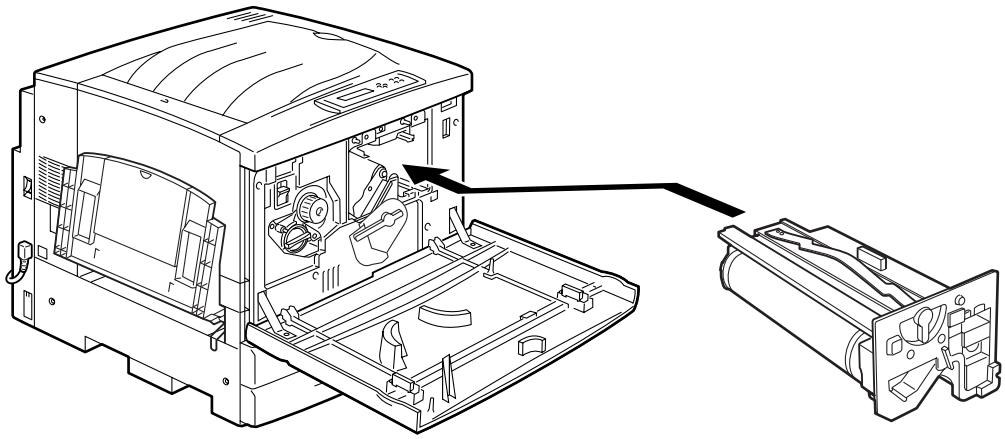
Storage Precautions

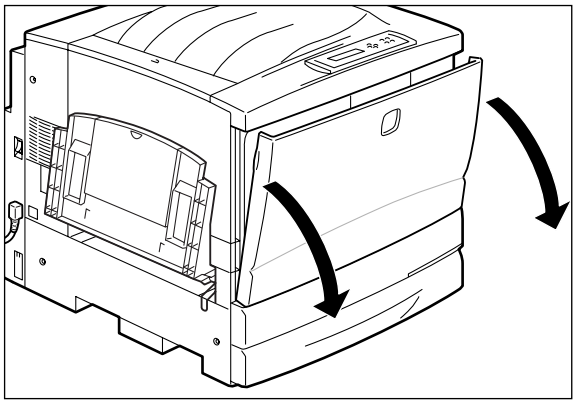
- Do not remove the cartridge from its packaging until you are ready to use it. If it has already been removed, carefully repack it in the foil bag provided.
- Store cartridges in the following conditions away from direct sunlight:

  Temperature range: 0 to 35ºC, Humidity Range: 15 to 80% RH (no condensation).
- Avoid hot and humid areas.
- Avoid storing near magnetic objects such as CRT screens, disk drives, and floppy disks.
- Keep out of reach of children.
- Always store the drum cartridge in a level position.

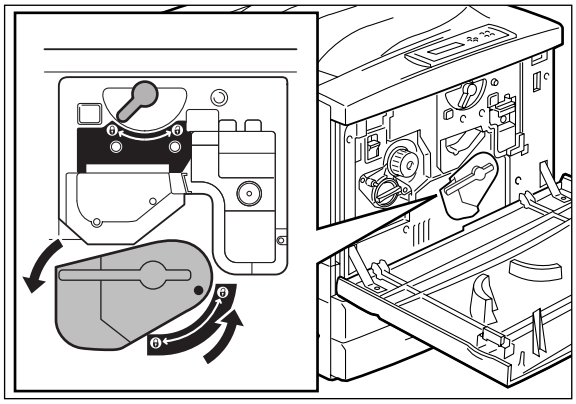
6.2.2 Replacing the Drum Cartridge

The procedure to replace the drum cartridge is as follows:

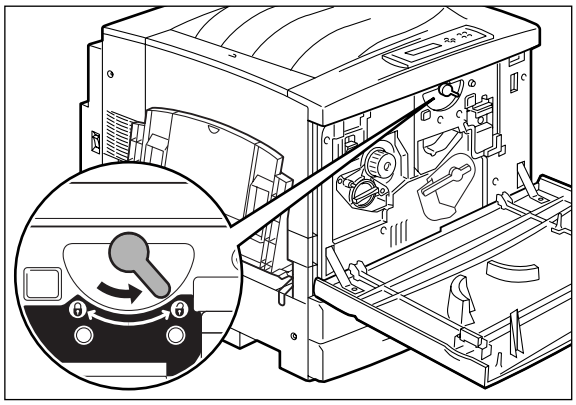




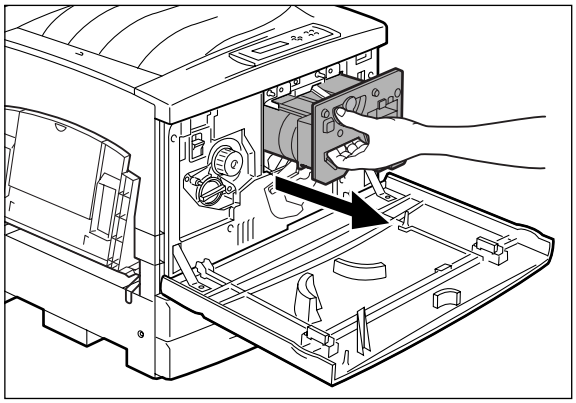
1. Open the front cover.



2. Rotate the orange lever A in the direction of the arrow until the "●" mark is aligned with the "unlock" position (🔓).

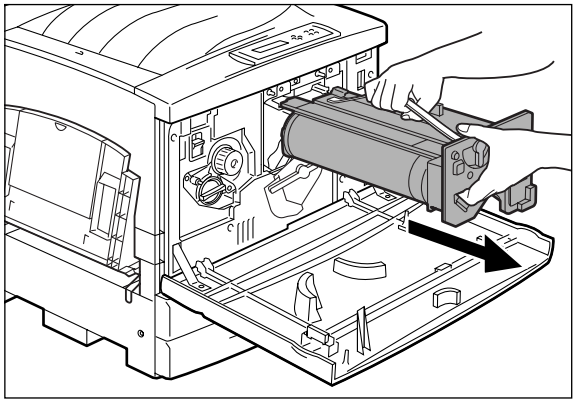


3 Turn lever B in the direction as indicated by the arrow in the diagram until it points to the "unlock" position ( ).



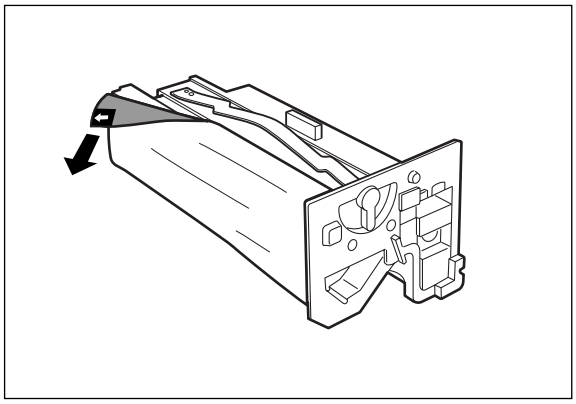
4 Place your hand in the groove of the drum cartridge, and pull it slowly towards you.

LOOK *When pulling out the drum cartridge, be careful not to pinch your fingers.*



5 To remove the drum cartridge, grasp the handle on top of the cartridge and pull it out completely.

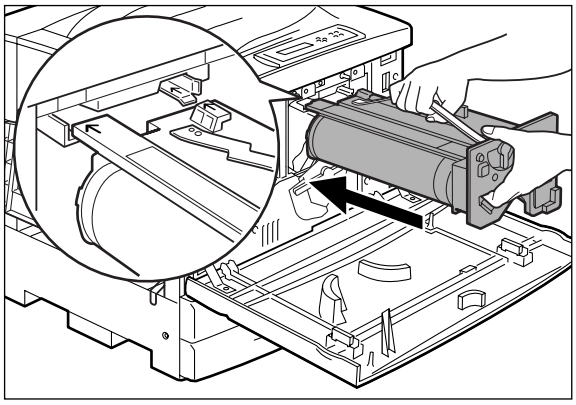
LOOK *Make sure you do not drop the drum cartridge.*



6 Take out the new drum cartridge from its packaging, and remove the protective sheet that covers the drum cartridge by pulling the part marked with the green arrow.

LOOK

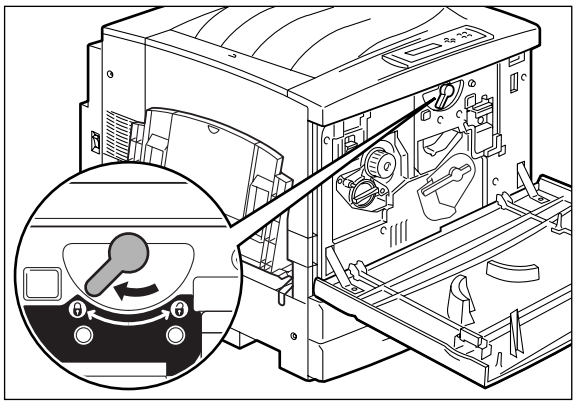
- *Never hit, rub or touch the surface (the blue part) of the drum. The print quality will deteriorate if the drum is scratched or dirt from your hands rubs off onto the drum.*
- *To maintain good print quality, peel off the protective sheet from the drum cartridge while it is in a horizontal position.*



7 Hold the handle on the drum cartridge, place it on the left and right rails inside the printer, and push it firmly into the printer.

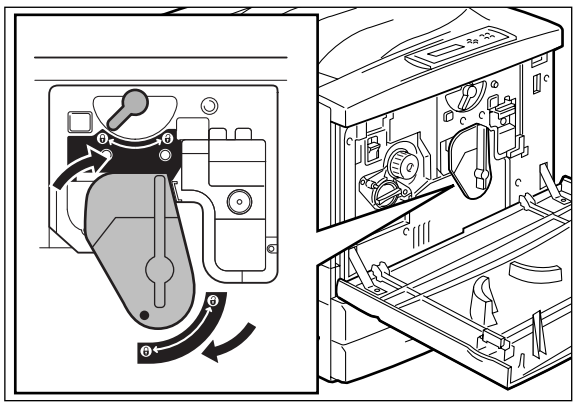
LOOK

- *Make sure the drum cartridge is seated properly on the rails. Attempting to insert the drum cartridge while it is not properly seated could damage the printer.*
- *Make sure the drum surface (the blue part) does not come into contact with anything.*

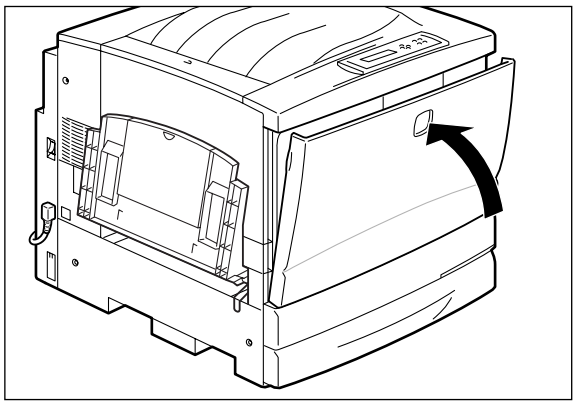


8 Turn lever B in the direction as indicated by the arrow in the diagram until it points to the "lock" position (🔒).

LOOK *The lever will not turn unless the drum cartridge has been inserted properly.*



9 Align the "●" mark on the cartridge by turning lever A in the direction of the arrow until it points to the "lock" position (🔒).



10 Close the front cover.

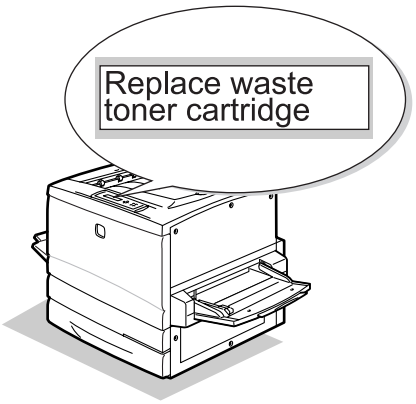
LOOK ☞ *You cannot close the front cover if levers A and B are not returned to their proper positions. When this happens, check the position of the two levers.*

11 After replacement, place the used drum cartridge into the empty aluminium bag and then into the packaging box.
Attach the seal bundled with the drum cartridge on the packaging box and mail it out.

⚠ **WARNING** **Never throw used toner cartridges into an open flame. It can cause an explosion and you can get burnt.**

Replacing the Waste Toner Cartridge

As the waste toner cartridge is part of the drum cartridge, it is replaced when you install a new drum cartridge, but it can also be replaced separately. If the waste toner cartridge becomes full before the drum cartridge needs to be replaced, the printer display panel will show "Replace waste toner cartridge".



When this happens, follow the procedure below to replace the waste toner cartridge.

6.3.1 Handling Precautions for Waste Toner Cartridge

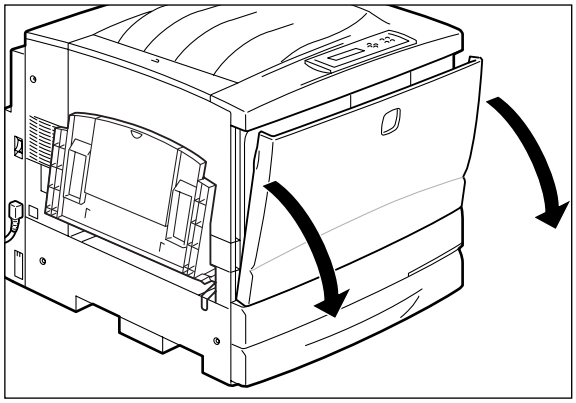
⚠ WARNING **Never throw used waste toner cartridge into an open flame. It can cause an explosion and you can get burnt.**

Handling Precautions

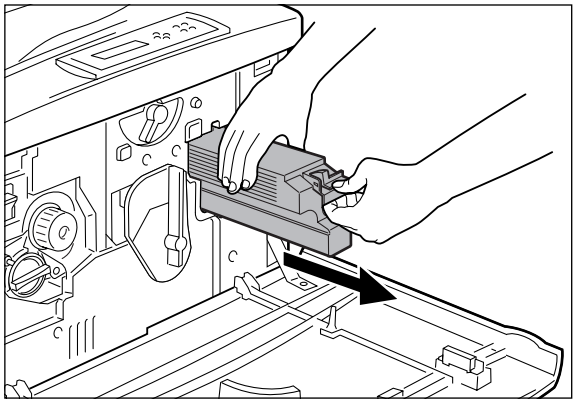
- Toner collected in the waste toner cartridge should not be reused.
- Once a full toner collection cartridge has been removed from the printer, it should not be used again. If it is placed in the printer again, the toner may spill inside the printer and cause damage.
- Do not tilt or shake drum cartridges and toner collection cartridges that have been removed from the printer temporarily. Otherwise, toner may spill and cause damage when it is reinstalled.

6.3.2 Replacing the Waste Toner Cartridge

The procedure is as follows:



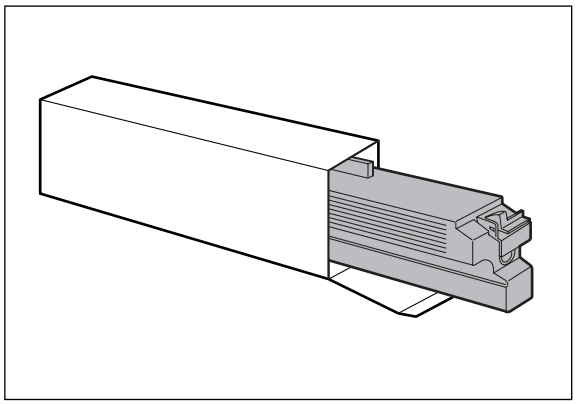
1. Open the front cover.



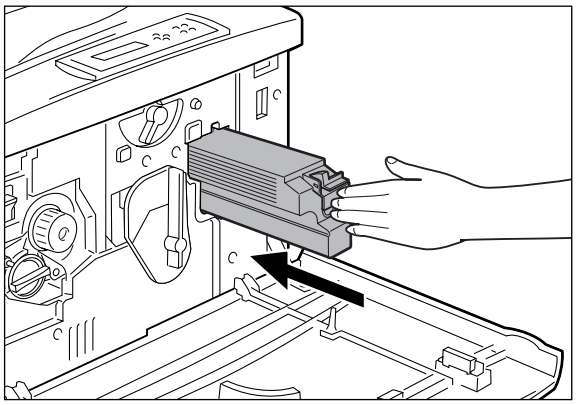
2. Pull out the waste toner cartridge from the printer by its handle.

LOOK

- *Make sure you press the handle knob when you pull out the waste toner cartridge.*
- *To avoid spillage, make sure you keep the waste toner cartridge level when removing it.*

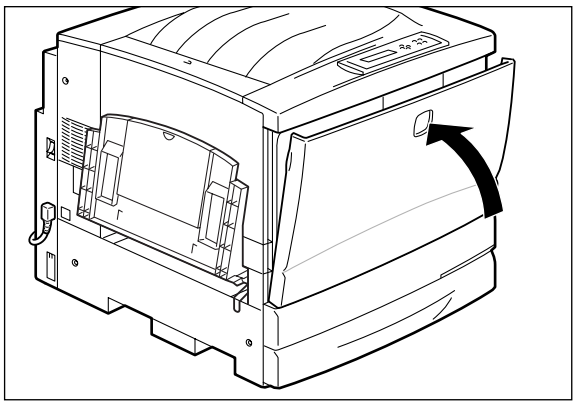


3. Remove the new waste toner cartridge from its packaging.



4 Push the new cartridge firmly into the printer until you hear a click.

LOOK *Do not press the handle knob when inserting the waste toner cartridge.*



5 Close the front cover.

6 After replacement, place the used waste toner cartridge into the packaging box. Attach the seal bundled with the waste toner cartridge on the packaging box and mail it out.

⚠ **WARNING** **Never throw used waste toner cartridge into an open flame. It can cause an explosion and you can get burnt.**

Break Page

7 Maintenance

7.1 Cleaning 146

7.2 Storing the Printer 147

7.3 Transporting the Printer 148

Cleaning

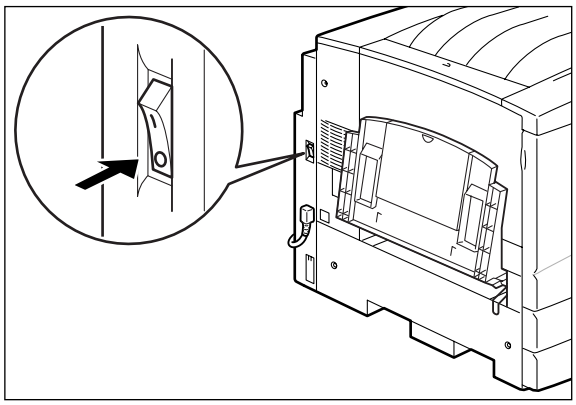
The printer should be cleaned about once a month to keep it in good condition.

⚠CAUTION Be sure to switch off and unplug the machine before accessing the interior of the machine for cleaning, maintenance, or fault clearance. Access to a live machine's interior can cause electric shocks.

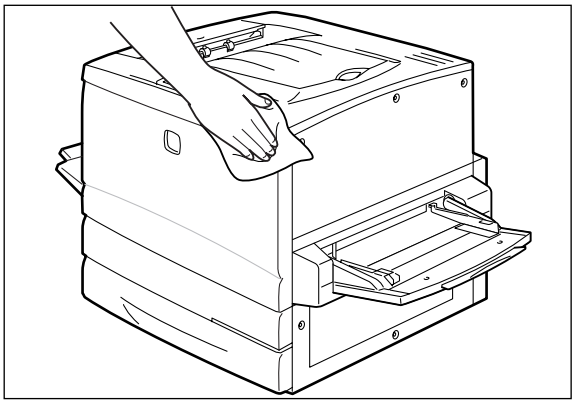
Cleaning Precautions

- Never spray cleaning liquid directly onto the printer, as the spray could enter the printer and cause a malfunction. Further, use only neutral detergent to clean the printer.
- Never lubricate the printer with oil. Normal printer maintenance does not require lubrication of any kind.
- The inside of the printer unit does not require any cleaning for normal maintenance.

Cleaning the Exterior of the Printer



1. Press the "○" side of the power switch to switch off the printer.

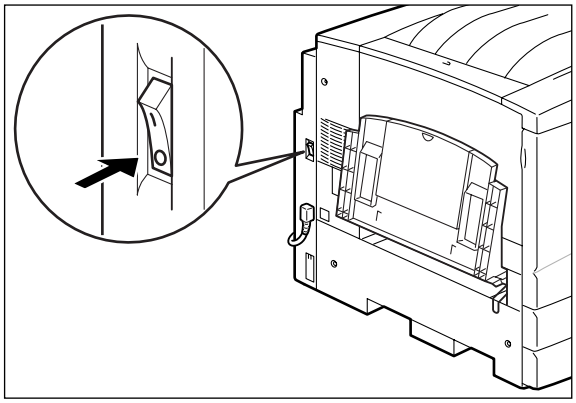


2. Moisten a soft material and wipe any dirt from the outside of the printer.
   If the stains cannot be wiped off easily, wipe with a soft cloth that has been moistened with diluted neutral detergent.

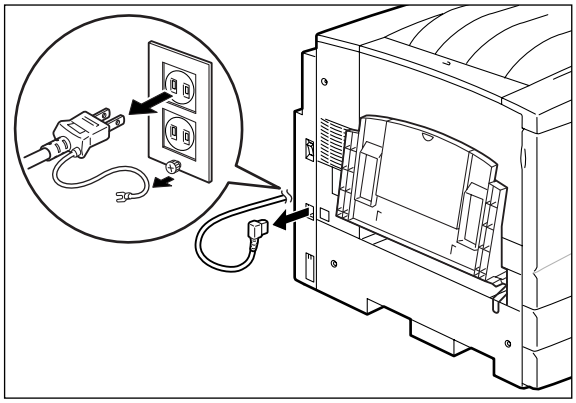
3. Wipe away any excess water with a soft and dry cloth.

Storing the Printer

If you are going to store the printer for a long period, perform the following procedure:



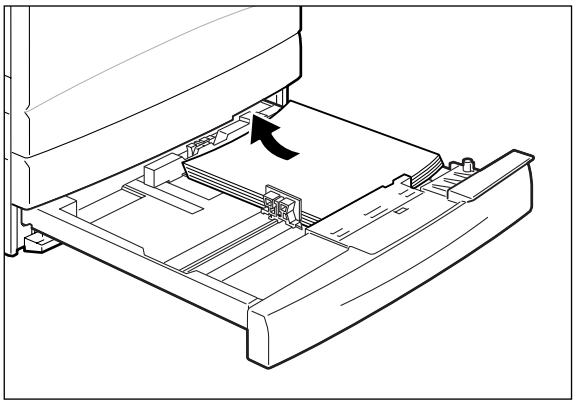
1. Press the "○" side of the power switch, located on the left of the printer, to switch off the printer.



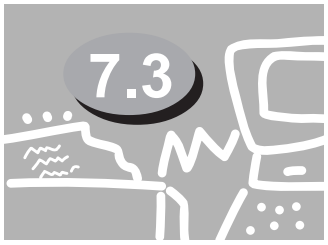
2. Remove the power cord and all other cables, such as the parallel cable.

⚠ WARNING **Never touch a power cord with wet hands. Danger of electric shock exists.**

⚠ CAUTION **When unplugging the machine, grasp the plug instead of the cord. Forcibly pulling on a cord can damage it and cause fire or electric shocks.**



3. Remove all paper from the paper trays, and store the paper in a dry place, free from dust.



Transporting the Printer

When transporting the printer over long distances by truck, perform the following procedure to avoid risk of damage from intense vibrations.

LOOK ☞ *We recommend that you use a transportation company to transport the printer.*

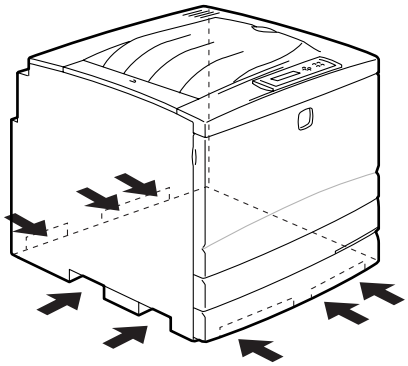
7.3.1 Handling Precautions When Lifting the Printer

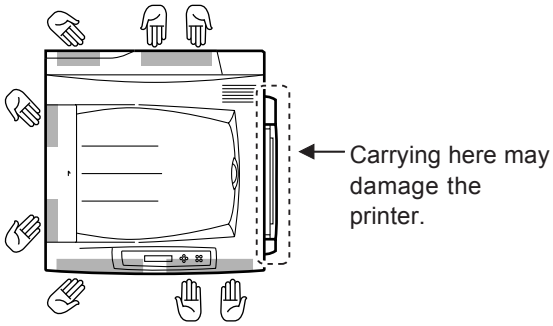
Carry the Printer with At Least Four People

⚠CAUTION

- **The machine weighs 71.2 kg when the consumables and paper trays are fully assembled.**

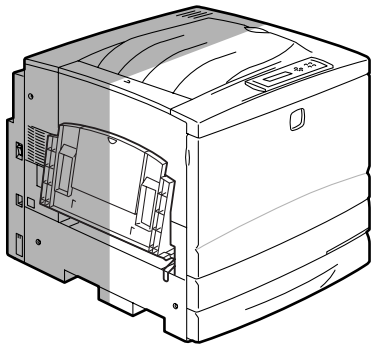
  When moving the printer, contact the transportation company and make sure that there are four or more persons carrying it.
- **When lifting the machine, face the front panel and firmly grip the recessed areas provided under the front, rear and left sides of the machine. Lifting the machine by gripping any other areas can cause to machine to fall and result in injuries.**
- **When lifting the machine, get a firm footing and bend your knees to avoid possible injuries to your back.**





Keep the Printer Level when Carrying

When moving the machine, do not tilt it more than 10°. If tilted excessively, the machine may fall over and cause injuries.



About the Weight of the Printer

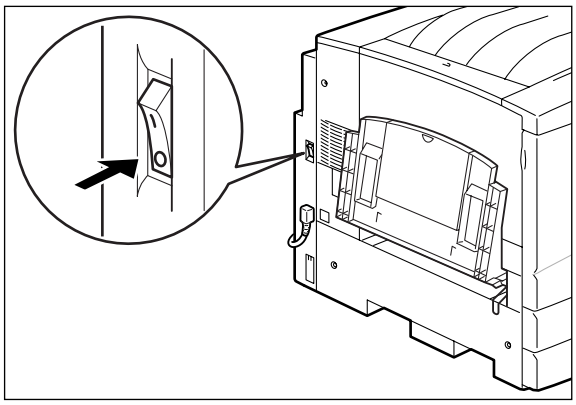
The rear side of DocuPrint C621 is heavier than the front. Take note of the difference in weight when you are transporting the printer.

7.3.2 Transporting the Printer

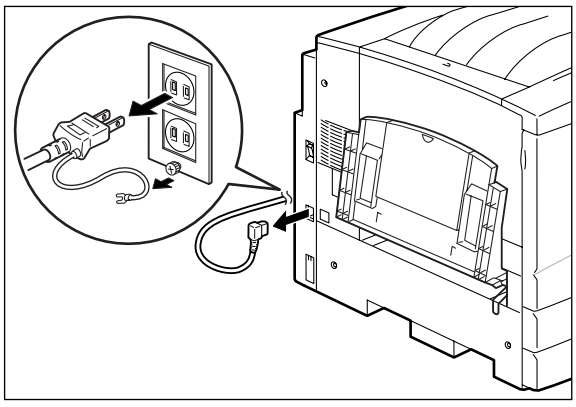
You will need A, B, C, D, E and F spacers, which were removed during installation, to prepare the printer for transportation. After you have the spacers ready, follow the procedure below.

LOOK ☞

- *When transporting the printer, do not reinstall toner cartridges that were removed beforehand. The toner may spill and damage the inside the printer.*
- *When the optional 2-tray module or special cabinet is installed, remove them from the printer before moving the printer. If the printer is not properly secured to the tray module, it may fall or tip over, and may be damaged or cause injury. For removal and installation of the optional accessories, refer to their respective manual. In addition, these optional accessories are heavy items, we recommend that you use a transportation company to transport them.*



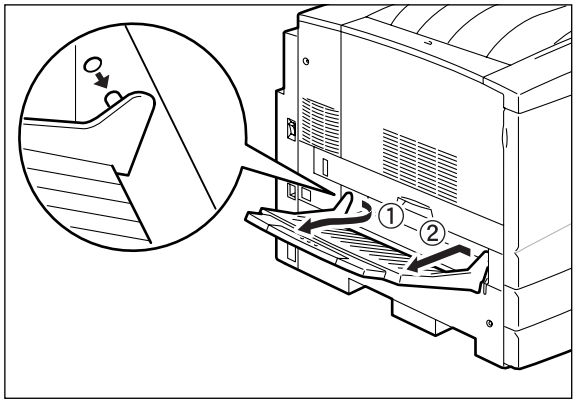
1. Press the "○" side of the power switch, located on the left side of the printer, to switch off the printer.



2. Remove the power cord and all other cables, such as the parallel cable.

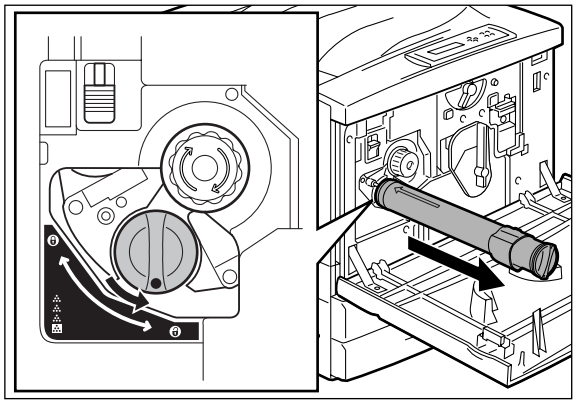
⚠WARNING **Never touch a power cord with wet hands. Danger of electric shock exists.**

⚠CAUTION **When unplugging the machine, grasp the plug instead of the cord. Forcibly pulling on a cord can damage it and cause fire or electric shocks.**



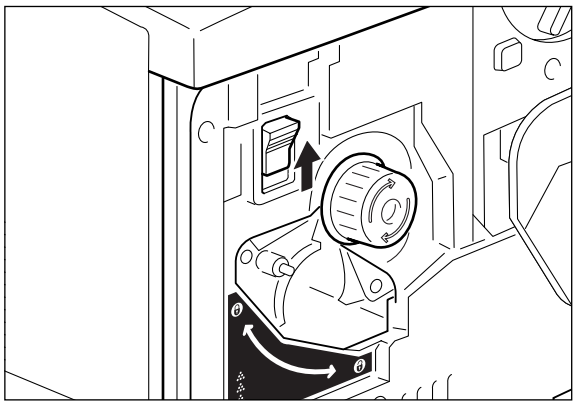
3 Push and hold the face-up tray to the right, dislodge the tab on the left from the hole in the printer (①). Next, dislodge the tab on the right (②).

LOOK *Do not bend the face-up tray too much when you carry out the operation in (①). You may damage the tray.*



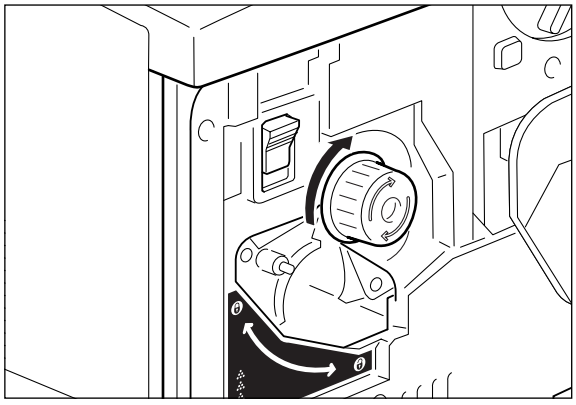
4 Open the front cover and turn the toner cartridge in the toner cartridge window to the "unlock" position (🔓), then pull out the toner cartridge.

LOOK *If the printer is transported with the toner cartridges installed, the toner may spill and damage the inside of the printer.*



5 Push up the anti-rotational switch to release the knob.

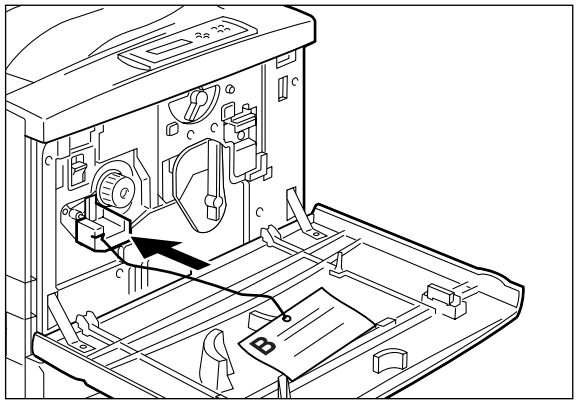
LOOK *The anti-rotational switch will be lowered automatically when you turn the knob in the next step. Remove your hand after you have pushed up the switch.*



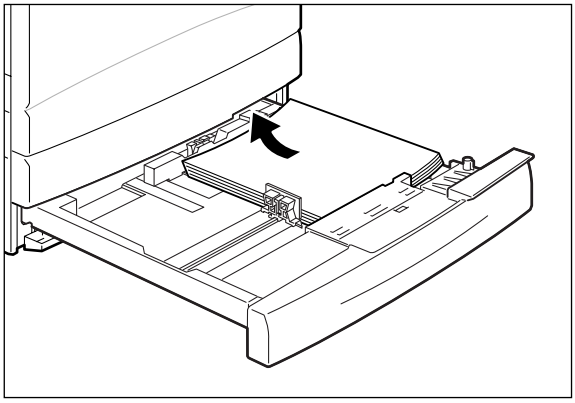
6 Turn the knob in the direction of the arrow until it stops to move the next cartridge into the toner cartridge window. Then, remove the toner cartridge.

Note *Once you turn the knob, you will hear a click indicating that the anti-rotational switch has returned to the down position.*

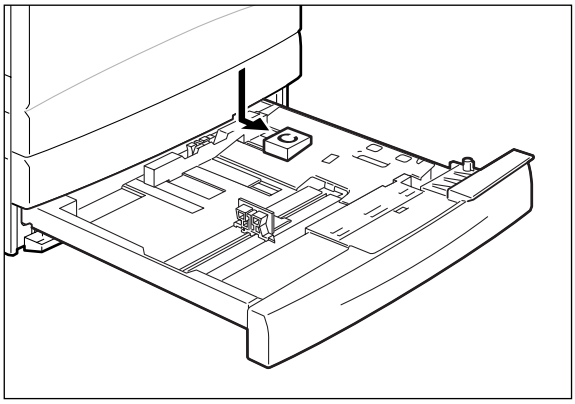
7 Repeat Steps 5 and 6 to remove the remaining three toner cartridges.



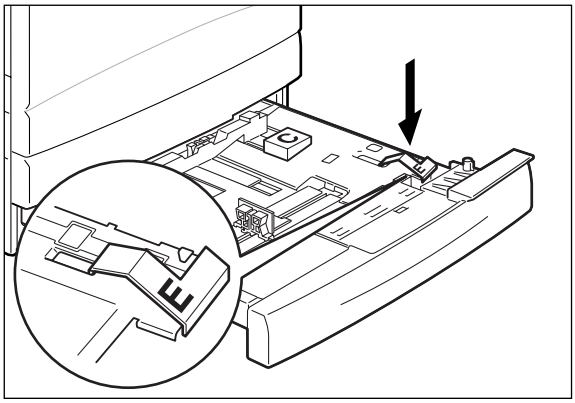
8 Insert the anti-rotational B spacer into the toner cartridge window and close the front cover.



9 Remove paper from the paper trays and store the paper in a dry place, free of dust.

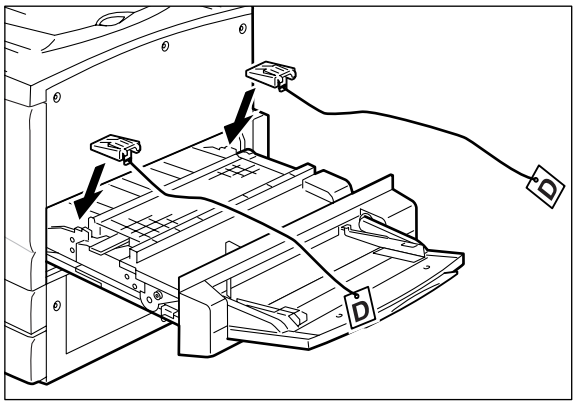


10 Slot the C spacer into the position shown in the diagram.

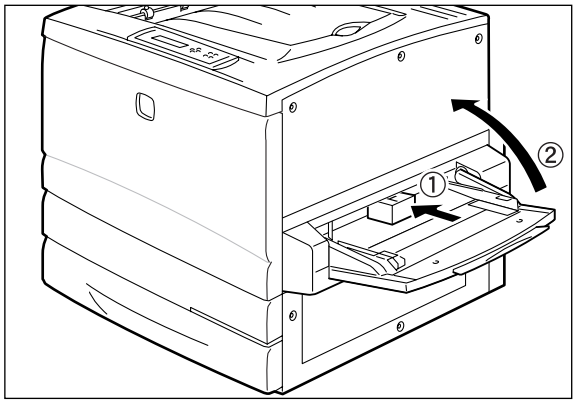


11 Insert the E spacer to the position shown in the diagram. Then push the paper tray firmly into the printer.

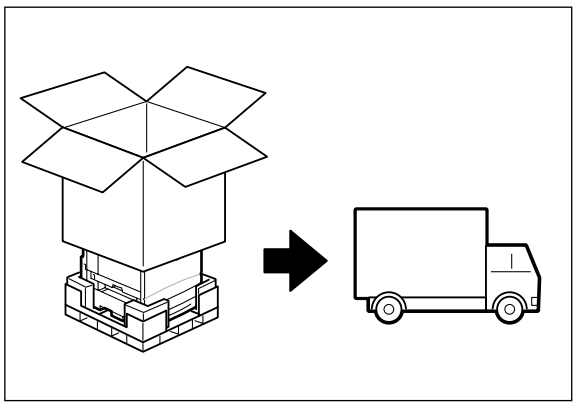
LOOK ☞ *Do not push in the tray with excessive force.*



12 Pull out the manual feed unit until it stops and insert the D spacer as shown in the diagram. Then, push the unit firmly into the printer.



13 Install the F spacer as shown in the diagram (①) and then fold the manual tray (②).



14 Before transporting the printer, pack the unit carefully so it will not get damaged.

LOOK *This printer is considered as a heavy item, we recommend that you use a transportation company to transport the printer.*

7.3.3 Environmental Requirements for Installing the Printer

For safe and convenient printer operation, consider the following when installing the printer.

Install the Printer in a Location that Meets the Following Conditions

- Level and stable
- Well-ventilated
- Ambient temperature range 5 to 32ºC, relative humidity 15 to 85% (no condensation) If operating the printer with an ambient temperature of 32ºC, the relative humidity should not exceed 48%. If the relative humidity reaches 85%, the ambient temperature should not exceed 28ºC.

Note *Do not place the printer in a room where there are sudden fluctuations in temperature, and do not move the printer from a cold place to a warm humid place. If you do, condensation may occur within the printer and print quality will deteriorate. If condensation occurs, allow at least one hour for the printer to adapt to the new environment before use.*

Connect the Printer to Its Own AC Outlet

If possible, do not plug any other appliances into the printer's AC outlet. If the printer is connected to the same circuit used by other high power consumption machines, such as copiers and air conditioners, or machines that generate electrical noise, this may cause computing errors, resulting in data loss and improper performance.

⚠ **WARNING Connect the power plug only to a properly rated power outlet (220-240 V, 15 A). Never use multi-plug adaptors to plug multiple power plugs in the same outlet. Be sure to operate the machine on a sole-use receptacle. Multiple connectors can cause the outlet to overheat and cause fire.**

Avoid Installing the Printer in the Following Locations

- Under direct sunlight
- Near air conditioner or heater
- In a windy place
- On a shaky or vibrating surface

- In a dusty place
- Near an open flame
- Near water
- Near magnetic fields
- In places subject to sudden changes in temperature or humidity

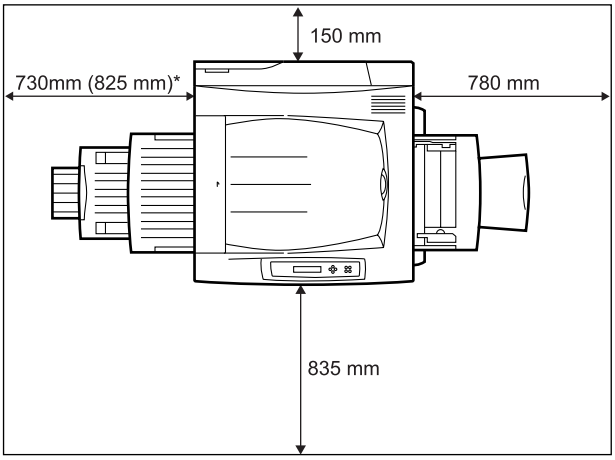
If Used with a Water Vaporiser

When mains water or well water is used in a supersonic humidifier, impurities in the water are released into the air and can accumulate inside the printer, causing a deterioration in print quality. If using a water vaporiser in the same room as the printer, be sure to use only purified water.

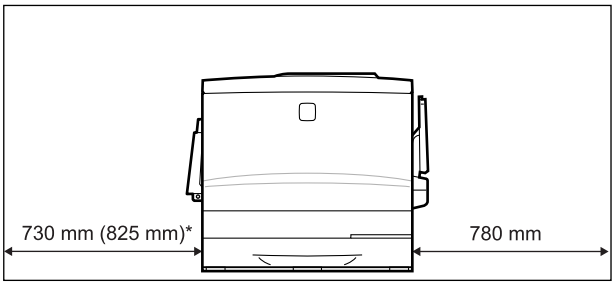
Printer Clearance Requirements

⚠CAUTION **The machine has ventilation holes on the rear and side panels. Ensure that the machine is installed with a minimum clearance of 150 mm from the rear vent to the wall. A poorly ventilated machine can cause excessive internal heat and fire. The accompanying diagram shows the minimum clearances required for normal operation, consumable replacement, and maintenance to ensure your machine operates at peak performance.**

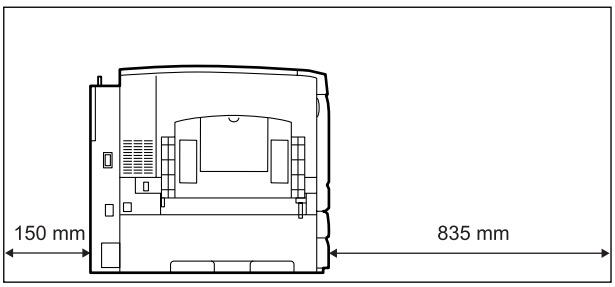
Top View



Front View

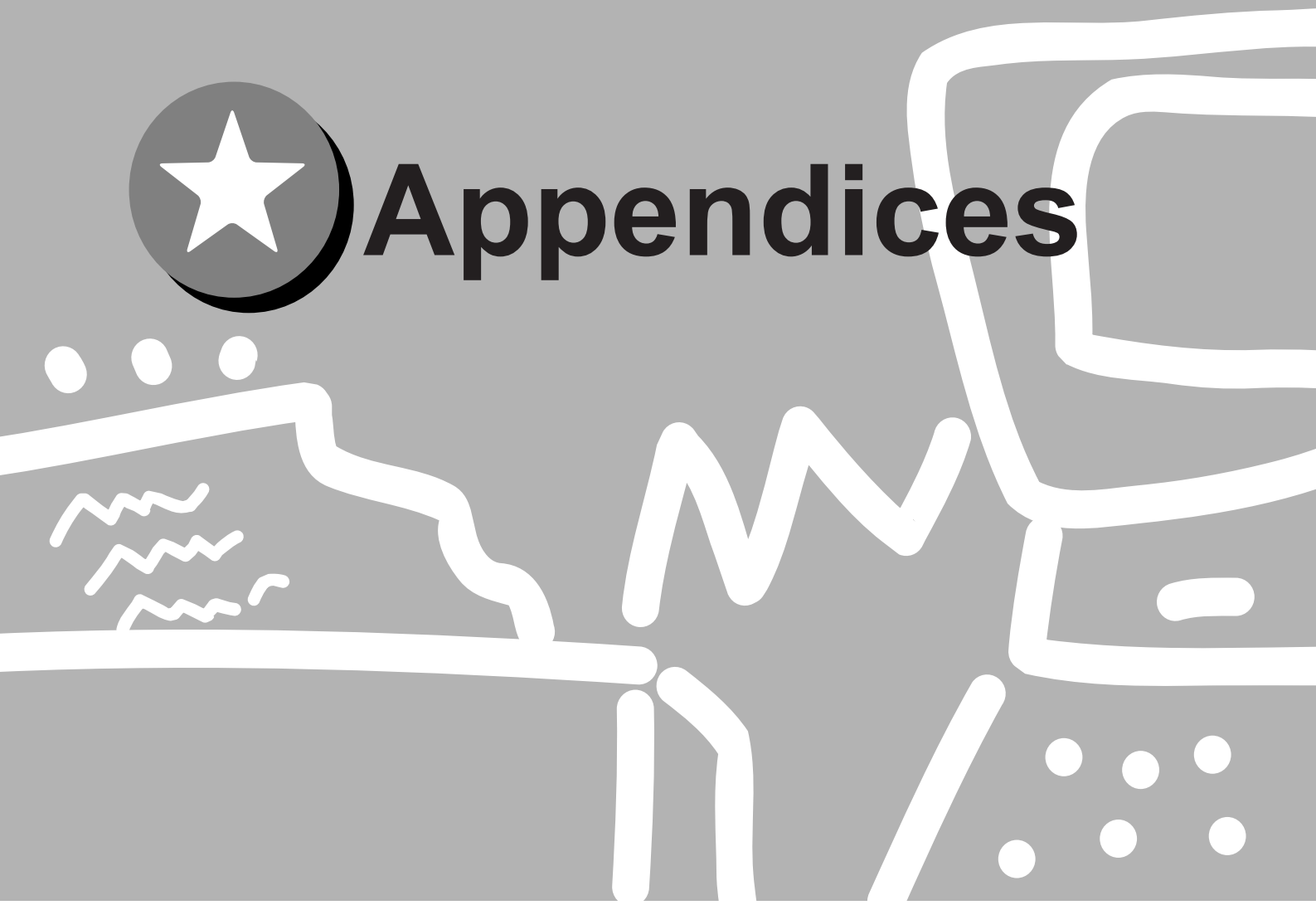


Side View



* The figures indicated in brackets ( ) are the clearances required when the optional duplex print module is attached.

Break Page



Appendices

Appendix A Optional Products and Consumables 158
Appendix B Menu List on the Control Panel 162
Appendix C Obtaining Product Information 165
Appendix D Main Specifications 166
Appendix E Life Span of Consumables 168
Appendix F Parallel Interface Specifications 169
Appendix G Installing the Additional Memory 171
Appendix H Glossary 174

Optional Products and Consumables

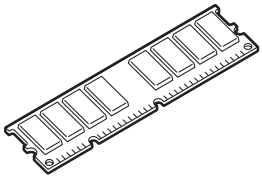
DocuPrint C621 has the following optional products and consumables. To purchase, contact your Xerox Customer Support Centre for more information.

Optional Products

Additional Memory (64/128MB)

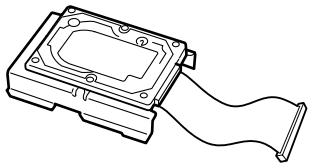
When you are sending colour data that contains complicated graphics and huge data volume, you may want to increase your printer memory by installing additional memory.
The specification of the additional memory of the printer is as follows:
• 168 pin DIMM SDRAM

Refer to "Appendix G Installing Additional Memory" on the installation method.



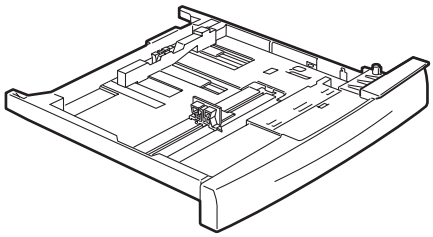
Hard Disk

The hard disk allows you to print and collate multiple copies of a document in high speed.
For a description of the installation procedure, refer to the booklet bundled with the hard disk.



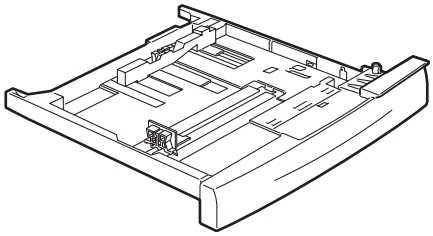
250-Sheet Universal Paper Tray

This tray is identical to the 250-sheet universal paper tray provided with the printer. You can purchase this tray separately.
For installation details, refer to "2.3 Replacing the Paper Tray with an Optional Tray".



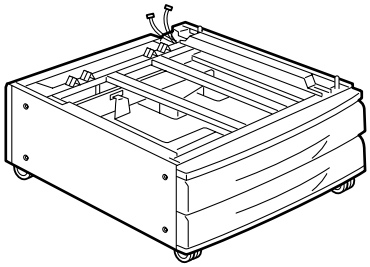
A3 Oversize Paper Tray

This can be used in tray 1 of the printer. You can load up to 250 sheets of A3 oversize paper (328 mm x 435 mm) at a time.
For installation details, refer to "2.3 Replacing the Paper Tray with an Optional Tray".



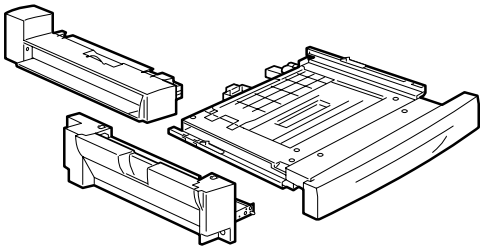
2-Tray Module

This tray module allows you to attach another two paper trays to the printer. You can set up to 500 sheets in each tray, giving a total capacity of 1000 sheets. When installed, the trays become tray 2 and tray 3.
For installation details, refer to the booklet bundled with the 2-tray module.



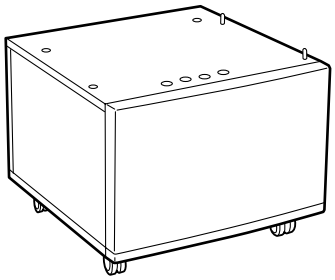
Duplex Print Module

This unit allows you to print on both sides of the paper.
For installation details, refer to the booklet bundled with the duplex print module.



Special Cabinet

For installation details, refer to the booklet bundled with the special cabinet.



Parallel Cable

The following cables are available as optional accessories. Use the appropriate one on your computer.

- Parallel Interface Cable (36 Pin for PC98)
- Parallel Interface Cable (for PC/AT)
- Connection cable for PC98MATE

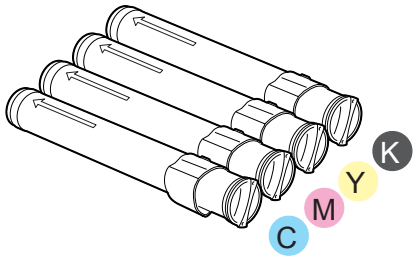
Earthquake Protection Kit

This kit helps to prevent the printer from toppling.

Consumables

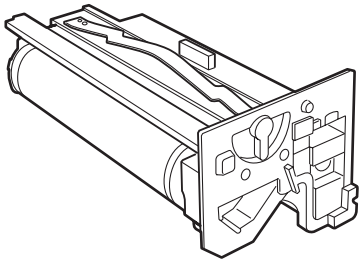
Toner Cartridges

The printer uses four toner cartridges, namely, black, yellow, magenta and cyan. For installation details, refer to "6.1.2 Replacing the Toner Cartridges".



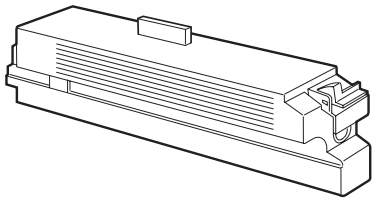
Drum Cartridge

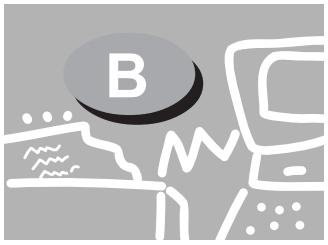
The Drum Cartridge comprises the light-sensitive drum, drum cleaner and waste toner cartridge.
For installation details, refer to "6.2.2 Replacing the Drum Cartridge".



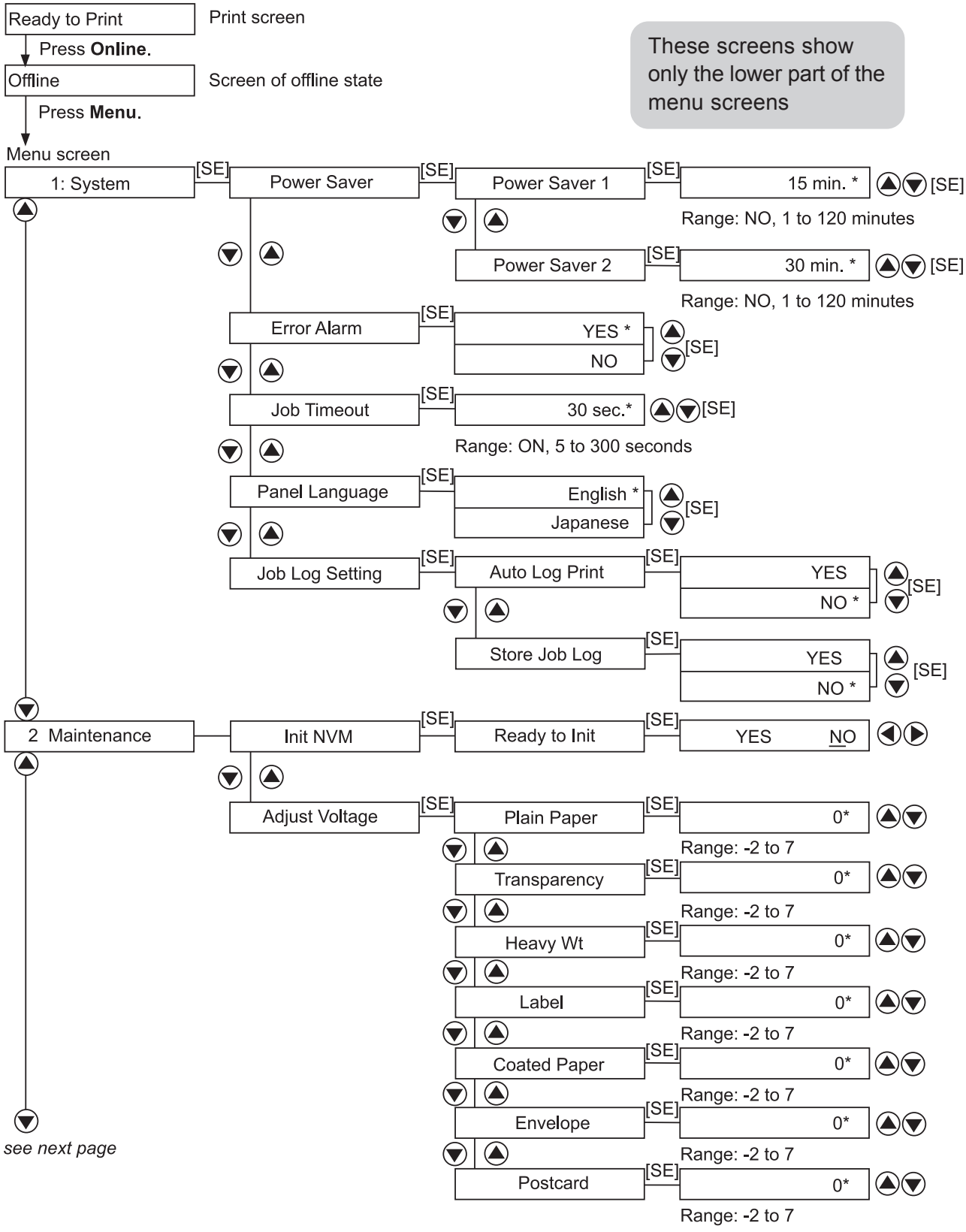
Waste Toner Cartridge

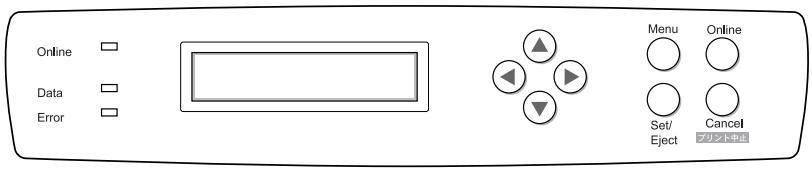
As the waste toner cartridge is part of the drum cartridge, it is replaced when you install a new drum cartridge, but it can also be replaced separately.
For installation details, refer to "6.3.2 Replacing the Waste Toner Cartridge".





Menu List on the Control Panel





- Symbols

▲▼◀▶	Press ▲ ▼ ◀ ▶ .	Press ▲▼ to switch menus or items within the same level. Press ▲ to move to the menu/item in front and press ▼ to move to the menu/item behind. Press ◀ ▶ to move the cursor (_) to the right/left.
[SE]	Press **Set/Eject**.	Moves to the level below. Also, to confirm setting ("*" will be added to the value set).

- To return to the level above, press **Cancel**.
- To close the menu screens, press **Offline**.
- "*" and "_" indicate factory settings.
- To return to the factory settings, press ▼ ▲ together.

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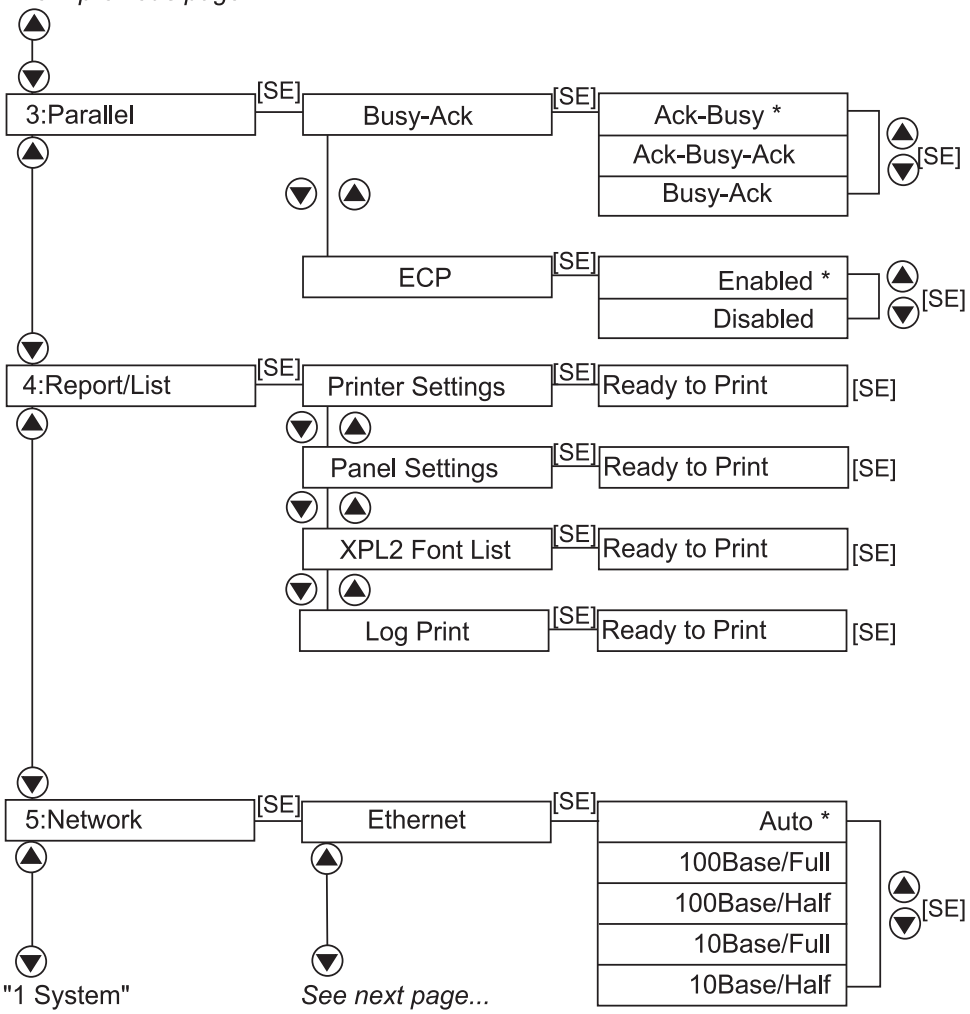

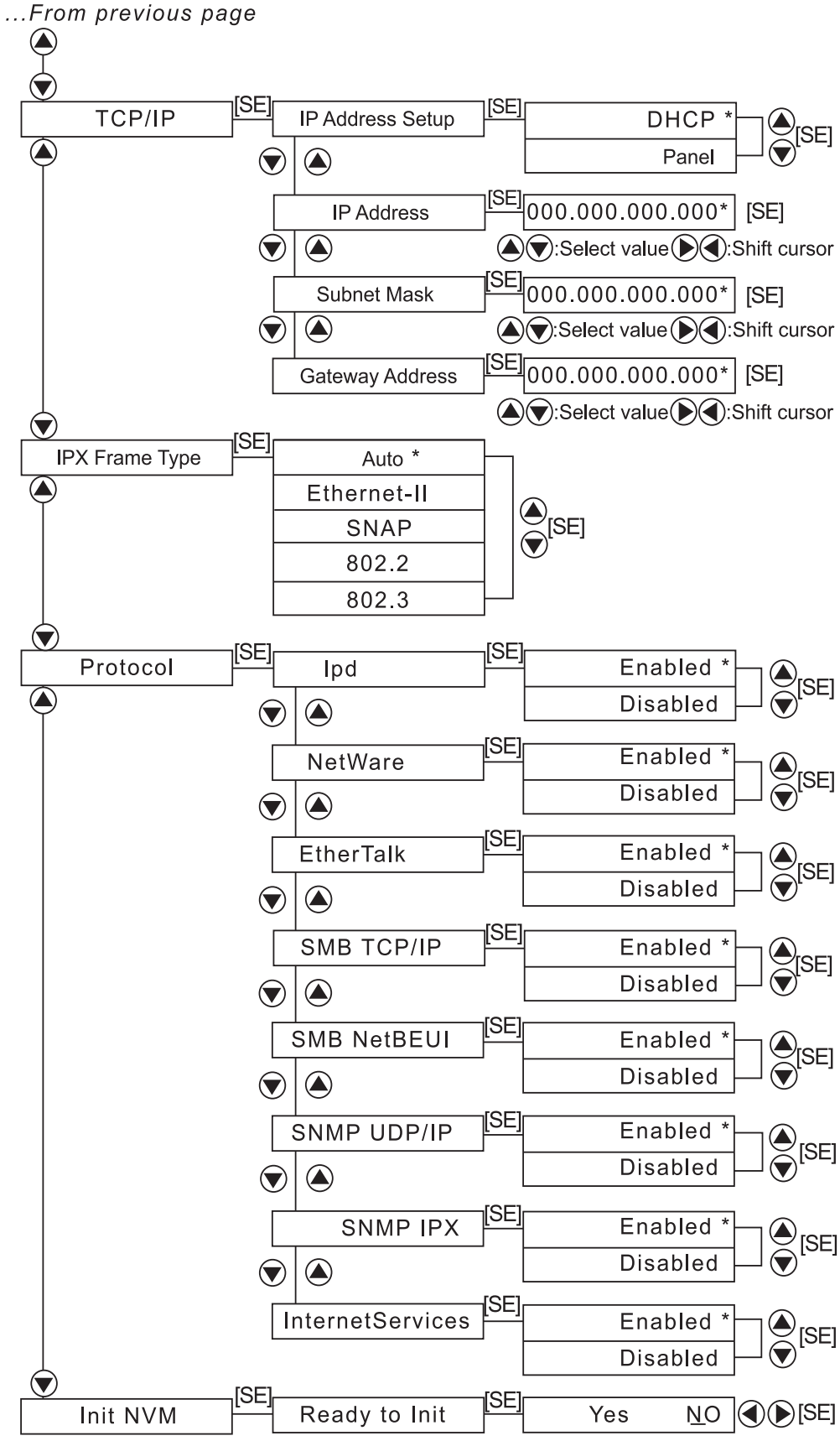
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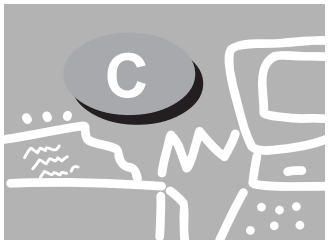
TCP/IP
[SE]
IP Address Setup
[SE]
DHCP *
Panel
[SE]
IP Address
[SE]
000.000.000.000*
[SE]
:Select value :Shift cursor
Subnet Mask
[SE]
000.000.000.000*
[SE]
:Select value :Shift cursor
Gateway Address
[SE]
000.000.000.000*
[SE]
:Select value :Shift cursor
IPX Frame Type
[SE]
Auto *
Ethernet-II
SNAP
802.2
802.3
[SE]
Protocol
[SE]
Ipd
[SE]
Enabled *
Disabled
[SE]
NetWare
[SE]
Enabled *
Disabled
[SE]
EtherTalk
[SE]
Enabled *
Disabled
[SE]
SMB TCP/IP
[SE]
Enabled *
Disabled
[SE]
SMB NetBEUI
[SE]
Enabled *
Disabled
[SE]
SNMP UDP/IP
[SE]
Enabled *
Disabled
[SE]
SNMP IPX
[SE]
Enabled *
Disabled
[SE]
InternetServices
[SE]
Enabled *
Disabled
[SE]
Init NVM
[SE]
Ready to Init
[SE]
Yes NO
[SE]



Obtaining Product Information

The following information is provided on our internet home page:

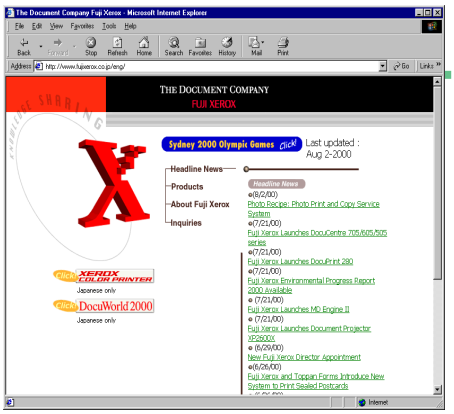
- Latest product information
- Latest software
- Recommended applications
- Limitations of applications

Internet Homepage

URL
http://www.fujixerox.co.jp/

LOOK *The company will not be responsible for any communications fee incurred.*

The Fuji Xerox Homepage provides information on products and services. (4 August 2000, current)



Main Specifications

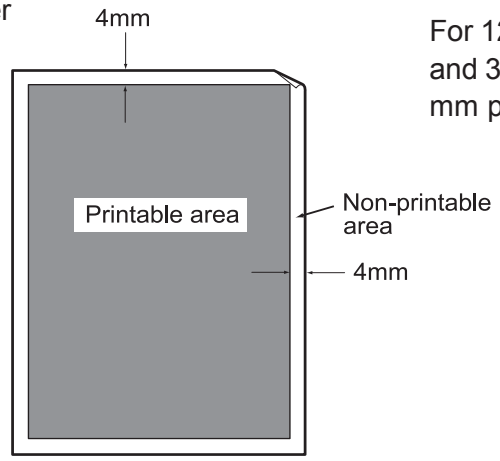
Main Specifications

Machine type		Desktop printer
Print method		Laser xerography
Resolution		600 dots/25.4 mm (600 dpi)
Gradation		256 gradation for each colour (16.7 million colours)
Printing Speed	Colour	6 sheets/minute (continuous printing for the same document)
	Monochrome	26 sheets/minute (continuous printing for the same document)
Paper Size		A5, B5, A4, B4, A3, 8.5 x 11" (Letter), 8.5 x 14" (Legal), 11 x 17", 12 x 18", 328 x 453 mm
Paper Type	Paper Tray	Plain Paper (64 to 105 g/m^2)
	Manual Tray	Plain paper/heavy weight paper (64 to 220 g/m^2), transparencies (XEROX FILM (no border)), postcards (*), envelopes (*), labels, coated paper and glossy paper. (*) Certain types of postcards and envelopes, depending on their paper quality and their size, cannot be used with the printer.
Number of Sheets (Plain paper)	Paper Tray	Standard: (Tray 1) 250 sheets Optional products: A3 oversize tray (tray 1) 250 sheets, 2-tray module (tray 2 and 3) 500 sheets x 2
	Manual Tray	150 sheets
Output Capacity	Face-down Tray	250 sheets (B5 or larger, plain paper, quality of 105g/m^2 or lower)
	Face-up Tray	150 sheets (A4 or smaller), 50 sheets (larger than A4)
Memory Size		Standard: 64 MB (a maximum of 256 MB with optional additional memory installed) Optional products: 64 MB, 128 MB additional memory (two memory slots)
Internal HD		Optional product: 6.3 GB
Installed Fonts	Japanese (4 typefaces)	FX Ryobi Hon Mincho-L, FX RyobiGothic-B, FX Ryobi P Hon Mincho-L, FX Ryobi P Gothich-B
	European (15 typefaces)	Arial, Arial Bold, Arial Italic, Arial Bold Italic, Courier New, Courier New Bold, Courier New Italic, Courier New Bold Italic, Times New Roman, Times New Roman Bold, Times New Roman Italic, Times New Roman Bold Italic, Century, Symbol, Wingdings

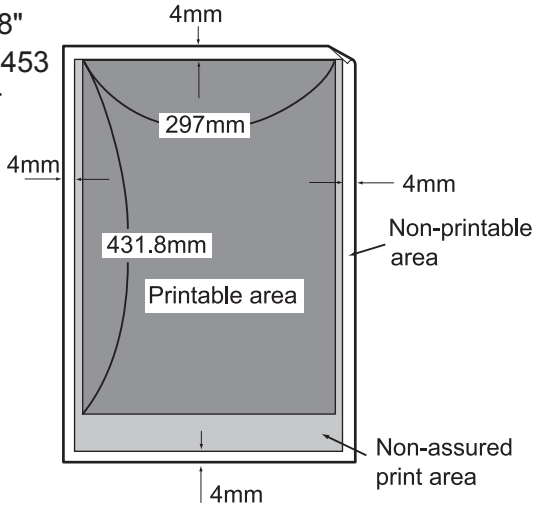
PDL	XPL2
Operating System Requirements	Windows 95, Windows 98, Windows NT 4.0, MacOS 7.6.1 and later.
Interface	Standard:Bi-direction Parallel (IEEE1284 standard) Optional accessories:Ethernet 100Base-TX/10Base-T (TCP/IP), IPX/SPX (NetWare), EtherTalk (AppleTalk)
Noise Level	Operating: Max 55.0 dB(A) Standby: Max 39.0 dB(A)
Power Supply	220/240 V ± 10% (198 to 264 V), 50/60 Hz ± 3 Hz
Max. Power Consumption	Operating: below 1200 W, standby: below 30 W
Dimensions/Weight	Dimensions: 650 (W) (*) x 647 (D) x 556 (H) mm Weight: 71.2kg (*) When manual tray and face-up tray are folded

Printable Area

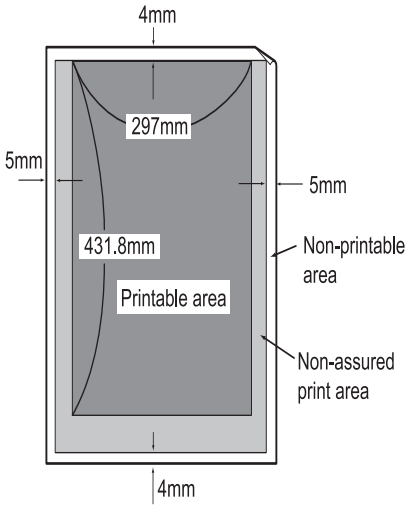
For A3 paper or smaller



For 12 x 18" and 328 x 453 mm paper



For paper 328 x 453 mm or larger



- *Printable area* is the print area where the print quality is assured by DocuPrint C621.
- *Non-printable area* is the area that cannot be printed on.
- *Non-assured print area* is the area that can be printed on but there is no guarantee that the colour be reproduced faithfully.

Life Span of Consumables

Life Span of Consumables (number pages that can be printed)

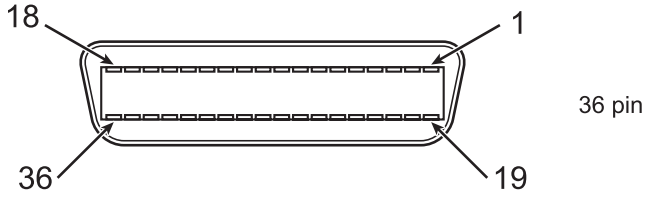
Name of Consumable	Number of Pages (*)
Black toner cartridge	About 5,500 pages
Yellow toner cartridge	About 6,000 pages
Magenta toner cartridge	About 6,000 pages
Cyan toner cartridge	About 6,000 pages
Drum cartridge (Including the waste toner cartridge)	About 20, 000 pages

(* The number of pages that the consumable can print is based on the following conditions. The actual number will vary according to the contents, size and type of paper being used, and the operating environment.

Paper size	A4 portrait
Coverage	5%
B/W : colour ratio	1:1
Number of sheets in a single print run	Average: 4 sheets

Parallel Interface Specifications

Get ready the IEEE1284-B type parallel interface connector on the printer. The shape of the connector is as follows.



Pin Configuration

The configuration of each communication pin is as follows (when bi-direction is OFF).

Note

- *I/O can be seen from the printer where "I" refers to input signal and "O" refers to the output signal.*
- *The connection cable used when bi-direction is ON should adhere to the IEEE 1284-B type connector standard.*

Pin No.	Signal Name	I/O
1	$\overline{\text{DATASTROBE}}$	I
2	DATA1	I
3	DATA2	I
4	DATA3	I
5	DATA4	I
6	DATA5	I
7	DATA6	I
8	DATA7	I
9	DATA8	I
10	$\overline{\text{ACKNOWLEDGE}}$	O
11	BUSY	O
12	PAPER END	O
13	SELECT	O
14	$\overline{\text{AUTO FEED}}$	I
15	(RESERVED)	
16	SIGNAL GND	
17	FRAME GND	
18	+5V	O

Pin No.	Signal Name	I/O
19	RETURN	
20	RETURN	
21	RETURN	
22	RETURN	
23	RETURN	
24	RETURN	
25	RETURN	
26	RETURN	
27	RETURN	
28	RETURN	
29	RETURN	
30	RETURN	
31	$\overline{\text{INPUT PRIME}}$	I
32	$\overline{\text{FAULT}}$	O
33	(RESERVED)	
34	(RESERVED)	
35	(RESERVED)	
36	$\overline{\text{SELECT IN}}$	I

Signal Definition

(When bi-directional feature is OFF)

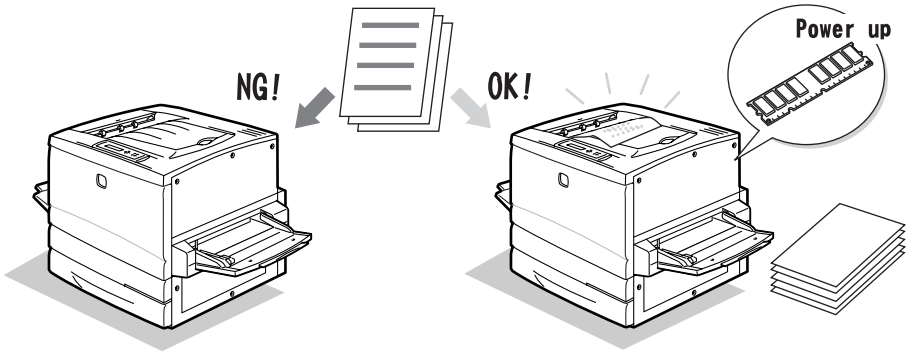
DATA STROBE (Pin No.1)	Active low pulse used to transfer data into the printer at the same time when DATA1 to 8 is read.
DATA1~8 (Pin No.2~9)	8-bit parallel data input with DATA1 as the LSB (least sensitive bits) and DATA8 as the MSB (most sensitive bits).
ACKNOWLEDGE (Pin No.10)	Active low pulse indicates that data has been received.
BUSY (Pin No.11)	A high signal indicates that the printer cannot receive data.
PAPER END (Pin No.12)	A high signal indicates that the printer is out of paper (Paper End).
SELECT (Pin No.13)	A high signal indicates that the printer is online.
AUTO FEED (Pin No.14)	A signal transmitted when the bi-direnction feature is ON.
SIGNAL GND (Pin No.16)	Grounding for each signal.
FRAME GND (Pin No.17)	Grounding for the printer chassis
+5V (Pin No.18)	+5V voltage at the printer end.
RETURN (Pin No.19~30)	Connected to the grounding for each signal
INPUTPRIME (Pin No.31)	A low signal initialises the printer.
FAULT (Pin No.32)	A low signal indicates that the printer is in an offline or error state.
SELECT IN (Pin No.36)	A signal transmitted when the bi-directional feature is ON.

(When bi-directional feature is ON)

Each signal cable is based on IEEE 1284 standard.

Installing Additional Memory

This section explains how to install the additional memory to your printer.
When you add memory to the printer, the memory capacity of the printer increases.
Additonal memory is recommended when printing large volume of data in colour.



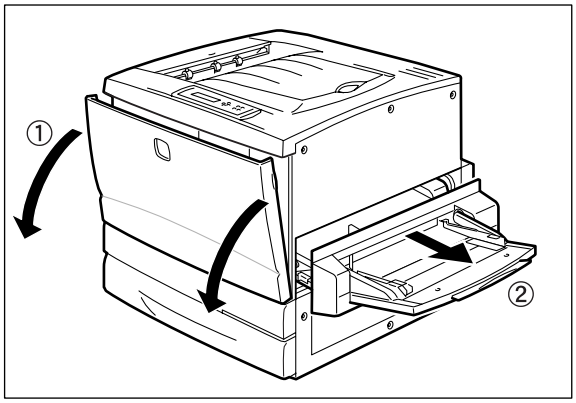
LOOK *DocuPrint C621 comes with the following additional memory. The performance of the printer cannot be guaranteed if other non-recommended additional memory is installed.*

- *Type: 168 Pin DIMM SDRAM*
- *Capacity: 64 or 128 MB*

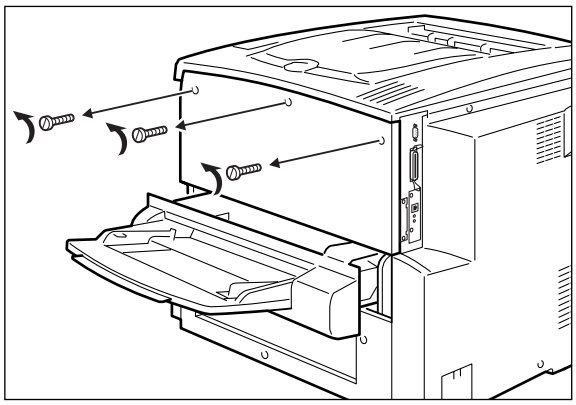
Note *There are two slots in the printer. Usually, 64 MB of memory is available for the slot on the left. If you want to change to a larger capacity, the maximum limit is 256 MB (128 MB x 2).*

The procedure to install additional memory is as follows.

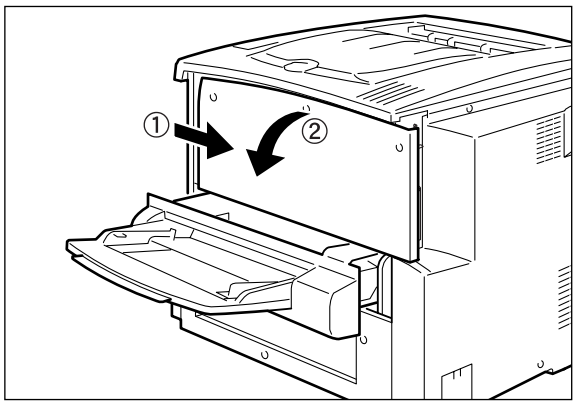
⚠CAUTION **Switch off the machine before connecting the interface cable and additional memory. Connecting the cable or memory with a live machine can cause electric shocks.**



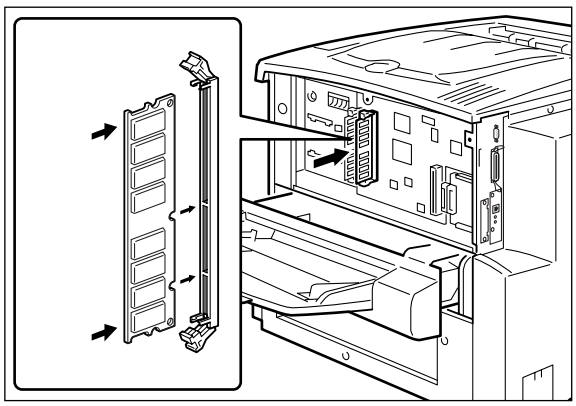
1. Switch off the printer.
2. Open the front cover (①) and pull out the manual feed unit (②).



3 There are three screws near the top of the right cover of the printer. Unscrew them.



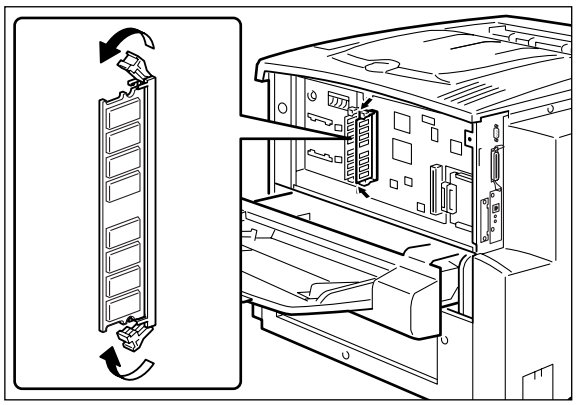
4 Slide the right cover to the back of the printer (①). Flip it down (②) and remove it from the printer.



5 Push out the ejector levers at both ends of the memory slot.

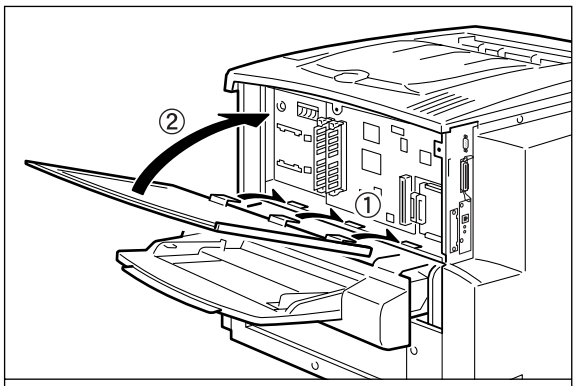
Hold the two sides of the memory and fit the two cutouts with the two protruding parts on the slot and push it straight in.

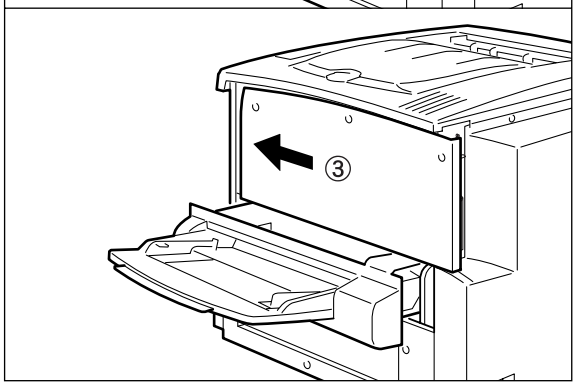
LOOK *Some parts of the PCB may be very hot. Do not touch the PCB as this may damage the board.*



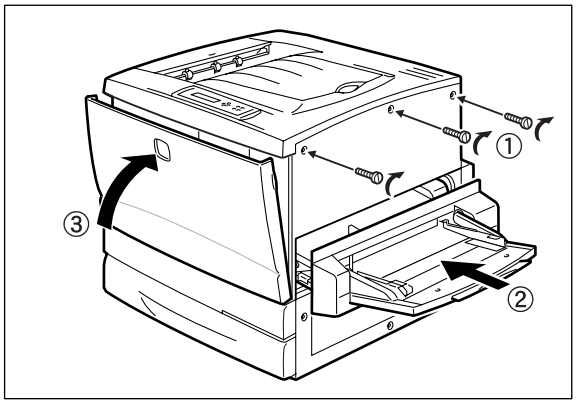
6 After you have inserted the memory, push in the ejector levers to fasten the memory to the slot.

Note *To install the hard disk, skip the next two steps and proceed with the installation.*





7 Insert the tabs near the bottom of the right cover into the holes in the printer (①). Flip to close the cover (②).
Then slide the right cover toward the front of the printer (③) and close the cover completely.



8 Fasten the screws removed in Step **2** (①) and push the manual feed unit firmly into the printer (②).
Close the front cover ③.

This completes the installation of the additional memory. Print the Printer Settings List and make sure you have installed the additional memory properly.
Proceed to configure your printer driver before you start printing from the applications.

See

- *"1.8 Printing the Printer Settings List" on how to print the Printer Settings List.*
- *"1.7 Changing the Printer Configuration" on how to change the printer configuration.*

Glossary

10BASE-T

This refers to the 10 Mbps, baseband, twisted pair cable compliant with the IEEE802.3 standard.

100BASE-TX

This is the extended version of 10BASE-T and is also referred to as Fast Ethernet. The communications speed is 100 Mbps, a much faster speed compared to the 10M bps speed of 10Base-T.

Ack Signal

The signal indicating that the machine is ready to receive data from the host device or that data is correctly received.

Address

This refers to information (unique identifier) assigned for identifying nodes (various computers and terminals) on the network. Also, it can be used to refer to a specified location in the memory where data is stored.

AppleTalk

This is the network software for Macintosh. The communications protocols available are LocalTalk and EtherTalk.

Application Software

This refers to the tools for running jobs on the computer. These applications include word-processing, spreadsheet, graphics, database and so forth and all kinds of software applications are available in the market.

Bi-directional Communications

This refers to the sending and receiving of information between two devices. With bi-directional communications, print data can be sent to a printer and the printer can also send information of the printing status to the computer.

Browser

This is the software for displaying and viewing www server information on the computer via the internet. Some representative browsers are Netscape Communicator, Internet Explorer and so forth.

Busy Signal

The signal indicating that the printer is not able to receive data from the host device.

CD-ROM

Compact disk designed to store data like software, image and so forth to be used with a computer.

Click

A click refers to the action of pressing the mouse button once and releasing your finger. In this manual, "click" is used when you click the left mouse button. When you click the mouse button twice quickly, then release your finger, this action is referred to as a "double-click".

Client

On a network, the server is used for storing data to be used by other computers. Computers accessing this server are called the clients.

DHCP

The acronym for Dynamic Host Configuration Protocol. It is the protocol that automatically assigns IP address from the DHCP server to the DHCP client.

DNS

The acronym for Domain Name System. It is the name service for host on the internet to have both domain and IP addresses.

dpi

The acronym for Dot Per Inch. It represents the number of dots that can printed in one-inch (25.4 mm) width. This is the unit measure used to define resolution.

Drive

This is the device reading and writing a disk. There are different types of drives, like floppy disk drive, a CD-ROM drive, and a hard disk drive.

Face-down

When paper is delivered to the tray in DocuPrint C621 with the printed side facing down.

Face-up

When paper is delivered to the tray in DocuPrint C621 with the printed side facing up.

Face-up/Face-down

When the printed paper is delivered with the printed area facing up, it is known as “face-up”; when the printed paper is delivered with the printed area facing down, it is known as “face-down”.

Font

This refers to a set of characters with the same typeface.

Full Colour

The maximum number of colours that can be displayed on the computer screen is about 16.77 millions.

G.S.M. (g/m^2)

This is a measure of the substance of paper expressed in grammes per square metre, which does not depend on the number of sheets in the ream.

HTTP

This is the protocol for accessing www servers on the internet.

Install

This refers to the action of making software and hardware usable by computers or the peripheral equipment. It refers to such actions like installing the printer driver software to the computer system or putting a network card in the printer.

Installer

This is a special software for installing software in a computer.

Interface

This refers to the part that connects different systems, for example, between a computer and a printer, between humans and machines, and so forth.

Interface Cable

This is the cable that connects several devices so that they can be compatible in use.

Some examples of interface cables are the parallel cable for directly connecting the printer to the computer and the Ethernet cable for connecting a printer to the network.

IP Address

It is the network address used by the TCP/IP protocol. An IP address is expressed by four sets of decimal values separated by periods.

Java

It is a programming language developed by Sun Microsystems in the United States for developing software for running home pages on the internet. Applications created by using Java are called applets.

Job

A group of print data. The stopping and output of printing are conducted on a job basis.

LED

This is the acronym for Light Emitted Diode.

Legal

This is paper measuring 14 x 8.5" (about 356 x 216 mm) in size. This type of paper size is commonly used in legal documents in the United States.

Letter

This is paper measuring 11 x 8.5" (about 279 x 216 mm) in size. This type of paper isze is commonly used in correspondences in the United States.

Local Printer

In this manual, a local printer refers to a printer connected directly to a computer via a parallel cable.

Login

This refers to the state whereby a user is able to access resources (hard disks, printers on a network) of a computer system. You "logout" to exit from a login session.

NetWare®

This is a network OS developed by Novell, Inc.

NetWare File Server

This is the dedicated server required for constructing a network with NetWare. Server software is run on this server while client software is run on the client computer.

Network Path

This points to the target computer or file on a network. It is used to specify a server name and so forth.

Network Printer

In this manual, a printer that is connected to the network via the Ethernet cable is called a "network printer".

NV Memory

This is a non-volatie memory that allows the settings of the printer to be maintained even when power is switched off.

N-up

This the feature that allows you to print multiple pages on one sheet of paper. DocuPrint C621 allows you to print using the 2-Up, 4-Up, 8-Up, or 16-UP feature.

Online/Offline

When the printer is ready to receive data, it is "online", if not, it is "offline". The machine has to be online before copying or printing from applications can be done. However the machine must be offline in order to use the printer control panel to select or change settings. You can toggle between online and offline by pressing the **Online** button on the printer control panel.

Online help

This is electronic information shown on the computer screen.

OS

This is the acronym for Operating System that controls the basic operations of a computer's hardware and software. It also manages the software and serves as the platform on which software applications run.

Parallel Interface

This is one of the data transmission modes between a computer and the peripherals. Multiple bits of data can be sent at the same time. A representative make is Centronics, used in connecting printers to their peripheral equipment.

PDF File

PDF is the acronym for Portable Document Format. A PDF file can be created by using the Acrobat software developed by Adobe Systems Incorporated. PDF files are online documents and you need to install the Adobe Acrobat Reader in order to view or print them.

Plug and Play

This function is adopted in Windows 95 and Windows 98 where it allows the computer to configure itself to work with peripheral equipment.

Print Queue

When data are received from the computer to be printed to a designated printer, these data are stored temporarily in the print queue.

Printer Driver

This is the software for converting data created with an application to data that can be interpreted by the printer.

Port

This is the connection part for exchanges between the computer and peripherals.

Protocol

This is a set of rules for regulating the communications amongst multiple devices and computer systems, for example, the transmission of information between hardware, the communications between two computers via the network and so forth.

Ream weight

This refers to the weight of a 788 x 1,091 mm ream consisting of 1,000 sheets.

Resolution

It refers to the image quality. It shows how many dots can be represented in a one-inch width area (dpi). The higher the number, the better the image quality.

SDRAM

This is the acronym for Synchronous DRAM. It is a dynamic random access memory device that is much faster than the conventional DRAM in read and write access.

SMB

This is a network communications mode for sending data via the Windows network (Microsoft network). It can be used on Windows 95, Window 98, and Windows NT 4.0.

Server

On a network, the server is sued for storing data to be used by other computers. Computers accessing this server are called the clients

SNMP

This is the acronym for Simple Network Management Protocol. Through the network, this protocol manages the devices connected to the network.

This is done on the managing side with SNMP Manager and on the managed side with SNMP agent software.

Sort

The printer can print multiple sets of a document and arrange them in order like 1, 2, 3... 1, 2, 3. This is the "sort" function.

Software

Software is program designed to make the computer work. Operating system and application software are different categories of software.

TCP/IP

This is the acronym for Transmission Control Protocol/Internet Protocol. It is a network protocol developed by DARPANET (Defense Advanced Research Project Agency Network). It has become the standard internet protocol widely used by various machine types, from personal computers to mainframes.

Uninstall

This refers to the action of deleting a software that exists on the computer.

Web screen

This refers to information screen that is displayed by the WWW browser.

WINS

This is the acronym for Windows Internet Naming Services. This is the naming service for obtaining the IP address from a host name in the TCP/IP environment.

WWW

This is the acronym for World Wide Web. It is the mechanism that provides web pages on the internet.

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Customer Response Sheet

DocuPrint C621 User Guide (DE-0826E2)

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   Company or organisation:
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	Strongly agree		Neutral		Strongly disagree
1. It is handy.	1	2	3	4	5
2. It is easy to read.	1	2	3	4	5
3. Titles of chapters and sections make sense.	1	2	3	4	5
4. Information is logically placed.	1	2	3	4	5
5. Referencing is easy.	1	2	3	4	5
6. Content is easy to understand.	1	2	3	4	5
7. The step-by-step instructions are easy to follow.	1	2	3	4	5
8. All necessary information is included.	1	2	3	4	5
9. Illustrations aid in the understanding of content.	1	2	3	4	5
10. The use of colour is effective.	1	2	3	4	5

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